Welcome to QTHC

MESSAGE FROM QTHC DIRECTOR RICHARD FINLAYSON

Thank you for considering the international cookery and hospitality program at QTHC.

We have been running hospitality courses since 1992 and helping to shape the lives of international students since 2008. We employ hospitality experts to teach to the very best industry standards and we measure our success by seeing our students thrive, achieve their goals and exceed their expectations.

We run a program with a strong practical focus, and have partnerships with some of the finest venues in Australia which allows us to deliver training in the best facilities available.

The experienced staff at our sister company, Hospitality Jobs Australia, provide our students with the best hospitality job opportunities and many of our previous students are still living and working in Australia today.

Please choose us if you are looking for a career in the hospitality industry and wish to use the power of education to change your life!

Richard Finlayson
Managing Director
College Information

ABOUT QUALITY TRAINING & HOSPITALITY COLLEGE

Quality Training & Hospitality College (QTHC) is one of Australia’s largest and fastest growing private training companies. QTHC is registered and audited by ASQA (Australian Skills Quality Authority) who are the National Regulator for the Vocational Education and Training (VET) sector in Australia.

Established in 1992, QTHC services:

- Adelaide and Metropolitan and regional areas throughout South Australia
- Sydney – Metropolitan & Regional
- Queensland (Brisbane)
- Overseas Students

We currently provide nationally accredited training and employment related services to over 2000 participants each year.

We facilitate a range of programs, from ½ day training sessions to training programs lasting over 2 years. We conduct traineeship programs in Retail, Hospitality, Small Business, Office Administration and Management. We also conduct a large number of Government funded programs to up-skill those in employment and to assist unemployed people to gain the skills, knowledge and attitude to become job ready and find employment.

Programs are planned and executed in conjunction with both industry and government to facilitate the highest achievable outcomes in terms of participant competencies and employment opportunities.

QTHC has developed a training delivery structure known as mixed mode delivery. Mixed mode training is a recent initiative using new training methodologies, which include self-paced learning, workbooks, recognition of prior learning, off the job workshops and workplace assessment.

OUR BELIEF AND PRACTICE

- To achieve excellence in what we do, through the delivery of the highest level of quality and service to our clients.

- To enable every program participant to recognise the full potential of their abilities and realise their ambitions.

- To respond rapidly and effectively to the changing needs and requirements of industry.

HOSPITALITY JOBS AUSTRALIA

QTHC can assist all students with practical placements throughout the course via Hospitality Jobs Australia, a job placement company run by QTHC. With Hospitality Jobs Australia we can draw on the vast network of employers working with the college, to help students get the best jobs or placements available.
Facilities & Resources

ADELAIDE

In Adelaide QTHC operates a brand new training facility (built in 2016) at Level 1, 8 Greenhill Road, Wayville, which is located in the city of Adelaide, at the edge of the city CBD, easily accessible by public transport and a fifteen minute walk from the city centre.

The student wing of the college consists of 2 theory training rooms, and a training bar and restaurant, equipped with everything students need to learn the practical side of hospitality, including fully operational espresso coffee machines and beer reticulation system, a fully equipped bar including blenders, shakers and fridges, and a range of cutlery, crockery, glassware and linen. There is also a computer suite which students are welcome to use before or after class. The student common room provides a space for students to relax while they are in the college and includes tea and coffee making facilities, a fridge for food and beverage storage and a microwave to heat up food should our students so desire.

QTHC's administrative staff also work on-site from the Head Office, including the International Student Support Officer, who provides students with on-site support and advice at any time during business hours.

QTHC also utilises kitchen and training venue premises at Sprout Kitchen http://www.sprout.edu.au/ and the Adelaide Zoo Function Centre and Café.

Students will complete some holistic practical training at the venues operated by Quality Catering within the Adelaide Zoo. The students will rotate through various venues including a Function Centre, Restaurant Café and Snack Bar and Production Kitchen. Students will do shifts as part of their course once they have acquired basic knowledge and skills in the commercial cookery component of their program. Later in the course they will be involved with some front of house duties in a charity function run as part of the diploma class.

Located within a fifteen minute walk of our Adelaide campuses are a variety of hotels, cafes and restaurants offering a diverse range of cuisines. Students can also explore fresh produce at local markets and enjoy plenty of large shopping malls.
SYDNEY

In Sydney QTHC runs from a state of the art specialised cookery training venue boasting arguably the best training kitchens in Sydney providing the ideal training environment to learn cookery skills. Located at 26 Waterloo Street, Surry Hills, the venue is a 5 minute walk from Sydney’s Central Railway Station, and very convenient to the CBD and Chinatown districts of the city.

Surry Hills is a vibrant inner city neighbourhood on the south-east edge of Sydney city. It’s buzzing with wine bars, neighbourhood restaurants, gourmet food stores and some of the most creative dining spots in Sydney. The perfect epicurean location to start your cookery journey.

Course Information

OUR COURSES

For the most current information on courses offered through QTHC, please visit our website http://qthc.edu.au or contact our International Student Support Officer on +61 8 8271 5566.

INDUSTRY PLACEMENT

Industry Placement is an exciting work based semester designed to build on the skills and experience that the student has gained during their previous two semesters of commercial cookery study. Industry Placement is for a minimum of 20 hours per week, over a 22 week period (semester). This placement may occur in a variety of different establishments including hotels, restaurants, cafes or function centres, however it must be in a college approved commercial kitchen.

Throughout the 22 weeks of the Industry Placement semester, the student is required to complete an Industry Placement log book. The logbook is a record of duties fulfilled and dates & hours worked. It is also designed to ensure proper supervision is given to the student in the workplace. Students are also required to attend regular training sessions and meetings with the Industry Placement Coordinator throughout the
semester to ensure that they are on track to complete their required hours and that their logbook is being correctly completed.

Industry Placement is a compulsory part of the following courses:

- Certificate IV in Commercial Cookery (SIT40516)
- Diploma of Hospitality Management (SIT50416)
- Advanced Diploma of Hospitality Management (SIT60316)

For further information on QTHC's Industry Placement policies and procedures, please visit: [www.qthc.edu.au](http://www.qthc.edu.au)

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**Life in Adelaide**

**ABOUT ADELAIDE**

Adelaide is located on the coastline in the middle of South Australia, and is a small vibrant city offering all the advantages of larger cities without the inconveniences. From a student perspective, it is affordable, convenient, clean and green with an excellent array of accommodation choices and an efficient transport system.

Adelaide offers a relatively low cost of living along with a culturally rich and vibrant atmosphere, as well as being a safe and pleasant environment to reside in. Friendly, helpful people make it the ideal destination for a memorable and enriching study experience. It is a multicultural city with over a hundred different ethnic communities from all over the world. Adelaide provides the best of everything you could possibly want to balance out your studies with recreation activities including cinemas and theatres, music, shopping, swimming, sailing and surfing at clean and sun kissed beaches. We have the greatest number of restaurants per capita in Australia, as well as beautiful and scenic wineries, zoos and walking trails within an hour’s travel from Adelaide’s CBD. Our passion for cafes, restaurants and alfresco dining makes Adelaide the ideal location to study hospitality.

Adelaide enjoys a Mediterranean climate, with warm, dry summers and cool, wet winters. The temperature ranges from 25°C to 35°C in summer, and 10°C to 15°C in winter.

If you would like to find out more information about living and studying in Adelaide, feel free to also visit [www.studyadelaide.com](http://www.studyadelaide.com)

**COST OF LIVING**

Adelaide regularly achieves an excellent ranking as one of the most affordable cities in Australia. Statistics show that Adelaide is 19% cheaper to live in compared to Melbourne and Sydney and 7% cheaper to live in compared to Perth and Brisbane.

Prospective students should take into account the cost of living in addition to school fees when calculating expenses throughout their course. Some good information on the cost of living can be found at the following websites:

ACCOMMODATION OPTIONS

The cost of accommodation and living in Adelaide is one of the lowest of any capital city in Australia. You can choose from a wide range of accommodation options to suit your needs and budget.

Your options include:

**Hosted /Homestay**

Hosted, or “Homestay”, accommodation gives you a wonderful opportunity to share the home of an Australian family, with the flexibility to choose a setting that suits your needs. All meals are provided and you share the facilities with the family. Hosted accommodation is around $A220 per week including meals and is a good way to adjust to the Australian culture.

**International Residences**

There are a number of specialist international student residences in Adelaide. International student residences aim to assist students with the transition from living at home to independent living. They provide a quiet, managed environment for students who may prefer hostel living to the dynamics of shared households. The approximate cost for this option is around $A180 - $A300 per week.

*Please access the following websites for more information:*

- studyadelaide.com/live/accommodation
- www.urbanest.com.au
- www.unilodge.com.au

**Sole private rental**

Private Rental refers to housing that is owned by either businesses or individuals and leased to tenants. This is the most common form of accommodation for people who do not own property. The tenant is responsible for paying private rent, anywhere between $A140 - $A240 for a one bedroom flat/house, as well as four weeks rent in advance (referred to as a “bond” to be used in the eventuality of damage to the property and/or an inability to continue paying rent). The tenant is also responsible for paying for gas, electricity and telephone line (if required) as well as food costs. This can add up to around $A250 - $A400 per week.

**Shared private rental**

Co-tenancy occurs when several people share the accommodation and each signs the Tenancy Agreement. Each co-tenant has equal responsibility for taking care of the premises and paying its rent and bond.

Sub-letting occurs when the premises houses both the “head-tenant”, whose name is on the lease, and one or more “sub-tenants”, who are not registered on the lease. This at least halves your rental and utility costs.

*Please access the following website for comprehensive information on rental accommodation and your rights and responsibilities as a tenant.*

studyadelaide.com/live/accommodation
Life in Sydney

ABOUT SYDNEY

Sydney is Australia’s most famous city and it’s easy to see why! Set on the iconic Sydney Harbour and surrounded by some of the country’s best beaches, Sydney is a visual feast, full of activities, places to see and great food and drink.

Sydney was the site of the first British colony in Australia. As the country’s most populous city, Sydney has a strong cultural life, with many bars and restaurants serving cuisines that reflect Sydney’s multicultural community. There are also many local theatres, cinemas and live music venues that attract both local and headline international acts.

Throw in the quality shopping, amazing lifestyle and friendly locals and you can easily see why it is so popular. As Australia’s first city, Sydney contains so much of this country’s history and will continue to shape much of its future. It is a city of villages, each with their own diverse communities and unique cultures. These villages make Sydney much more than a big city and will allow you to truly feel at home.

COST OF LIVING

The convenience and excitement of living in a large city is balanced by a high cost of living. Some great information on the cost of living in various Australian cities can be found at the website below. There is also a fantastic calculator you can use to figure out your budget whilst studying in Sydney.


ACCOMMODATION OPTIONS

The cost of accommodation and living in Sydney will be one of your largest weekly expenses, however with careful planning you can still find great accommodation at a reasonable price.

Hosted /Homestay

Hosted, or “Homestay”, accommodation gives you a wonderful opportunity to share the home of an Australian family, with the flexibility to choose a setting that suits your needs. All meals are provided and you share the facilities with the family. Hosted accommodation is around $A220 per week including meals and is a good way to adjust to the Australian culture.

Speak to our friends at www.homestaynetwork.org if you are interested to learn more.

International Residences

There are many specialist international student residences in Sydney. International student residences aim to assist students with the transition from living at home to independent living. They provide a quiet, managed environment for students who may prefer hostel living to the dynamics of shared households.

Please access the following websites for more information:

www.urbanest.com.au
www.unilodge.com.au
Sole private rental

Private Rental refers to housing that is owned by either businesses or individuals and leased to tenants. This is the most common form of accommodation for people who do not own property. The tenant is responsible for paying private rent, as well as four weeks rent in advance (referred to as a “bond” to be used in the eventuality of damage to the property and/or an inability to continue paying rent). The tenant is also responsible for paying for gas, electricity and telephone line (if required) as well as food costs.

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Please access the following website for comprehensive information on rental accommodation and your rights and responsibilities as a tenant.

Pre-Departure Advice

QUALIFICATIONS

Bring all education qualifications, together with photocopies of your results and full course outlines (if you have previously undertaken tertiary studies). Bring originals of your academic transcripts with you. It is a good idea to also leave photocopies of important documents, such as academic transcripts, with a family member or trusted friend who can send it to you if your other copies/originals go missing.

REFERENCES

It may be wise to bring a couple of written references (in English) with you, as you may need to provide them to landlords and real estate agents for accommodation applications who require personal references, and/or employers if you apply for employment.

DRIVER’S LICENCE

Ensure that your home country’s Driver’s Licence is valid. It may also be useful to get an International Driver’s Licence before you leave home. Refer to Transport SA for more information about licences and driving in South Australia. http://www.sa.gov.au/topics/transport-travel-and-motoring

COPIES OF DOCUMENTS

Photocopy your passport and visa details as well as a record of your traveller’s cheques and bank drafts. Keep these separate from the originals. It is also a good idea to leave one set of photocopies with a family member or trusted friend in case your originals go missing.

Important medical records (including dental records if continued treatment is necessary) to copy and bring with you.
Entry Requirements

ASSESSMENT & SELECTION OF OVERSEAS STUDENTS

QTHC is committed to ethical, fair and inclusive assessment and selection of all prospective students.

AGE REQUIREMENT

Students must be 18 years or older at time of commencement of course

ENGLISH PROFICIENCY REQUIREMENT

Students must meet a minimum English language proficiency requirement of:
- IELTS 5.5 or equivalent
- Completing an English language course approved by QTHC
- Completing Year 12 in Australia
- Completing Certificate IV level or higher study in Australia

Students are required to provide one of the above forms of documented evidence to prove their English level. In special circumstances QTHC reserves the right to conduct its own form of English proficiency testing in addition to or in place of the forms of evidence above.

IELTS Information

IELTS is the International English Language Testing System. It measures ability to communicate in English across all four language skills – listening, reading, writing and speaking. It is for people who intend to study or work where English is the language of communication.

QTHC offers Hospitality courses to both domestic and overseas students. For any of these programs, QTHC requires students to have English language proficiency of IELTS score 5.5 or equivalent.

Before we offer you a place in one of our courses, we need to check your English language proficiency in accordance with our documented policy. Should your IELTS score be lower than our minimum required score of 5.5, we will advise you in writing that you have not met the English language requirements for acceptance into one of our Hospitality Courses. Should this be the case, we will recommend that you undertake further English language studies before applying again for admission to the course.

Students can usually undertake an IELTS test in their country. Go to the web site address www.ielts.org to locate the nearest centre to you. If IELTS tests are not held in your country you may apply for a TOEFL test which QTHC will accept if there is no IELTS centre in your country.

ACADEMIC REQUIREMENT

Students must have completed a minimum of Year 12 in Australia and/or International equivalent

FURTHER INFORMATION

For our full Selection and Recruitment of International Student’s Policy please visit:

http://qthc.edu.au/international-students/policies
Student Health Cover

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which overseas students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. It does not cover ancillary services, for example dental, optical or physiotherapy costs, although you may choose to pay an extra premium for these services.

If you are an international student studying in Australia and have a Student Visa, you must purchase approved OSHC from a registered health benefits organisation, commonly referred to as a health fund. This cover must be purchased before you come to Australia, to cover you from when you arrive.

You can organise your own health cover, or QTHC can organise it on your behalf. Medibank Private is our preferred provider of health cover for overseas students. Should you require QTHC to organise OSHC on your behalf, the full cost of this will be payable at the time you make your payment for the first semester fees.

Should you require any additional information regarding OSHC, you visit the Department of Health website at http://www.health.gov.au, alternatively you can contact the Department of Health on +61 2 6289 1555.


International Student Support

STUDENT SUPPORT/PASTORAL CARE SERVICES

QTHC employs an International Student Support Officer who is responsible for ensuring the provision of the highest level of service and support to our overseas students. The International Student Support Officer is responsible for the management of all enquiries, admissions, enrolments, orientation, airport reception and referral to other services as required. This person is also responsible for all student administration and reporting to DIBP and DoE through the PRISMS system. QTHC provides the following assistance to our overseas students:

- Accommodation advice
- Comprehensive induction program for students arriving from overseas providing advice on banking, nearby medical facilities, grocery and other shopping, transport, notable landmarks and beaches, campus tour, meeting with other international students and our staff, full course induction
- Overseas Student Health Cover advice
- Arranging English language assistance/tuition where required (at student cost should external assistance be required)
- Course progress and attendance counselling
- Industry Placement assistance
- Disability support services
International Course Fees

APPLICATION FEES

Overseas students must pay a non-refundable Application Fee of $A150 at the time of application for enrolment on one of QTHC’s hospitality training programs.

MATERIAL FEES

Overseas Students will be required to pay a once off fee for course materials. This fee covers items such as:

- Professional Knife Kit
- Chef Uniform Kits
- Management Uniform
- Textbooks

TUITION FEES

Tuition fees will be invoiced on a semester by semester basis. The total fee and semester payments will be outlined in your letter of offer, and on the agreement form you sign to enrol into the course. Fees are payable in Australian currency only ($AUD). Fees reflect the content of the course and the award and not only the duration, meaning that there is not an automatic refund of course fees should you complete the course in a shorter time.

Fees may be reduced or refunds granted should the student be granted Recognition of Prior Learning (RPL) or Credit Transfer (CT) for some units of competency. However this may affect the duration of your course and impact on student visa conditions.

TIMING FOR PAYMENT OF FEES FOR OVERSEAS STUDENTS

For the first semester of study, the total fees for that first semester must be paid at least 6 working weeks prior to commencement of the course, including any applicable Material Costs and Health Cover Fees. The total fees for each following semester are to be received by QTHC at least 2 working weeks prior to the commencement of that semester. Please note that all students will be informed of the dates for payment as set by the college well in advance of the actual dates the payments are due.

PAYMENTS

Fees may be paid by Cash, Bank Cheque, Electronic Funds Transfer, Visa Card or Mastercard.

FEE PROTECTION (TUITION PROTECTION SERVICE - TPS)

As part of The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event that QTHC is unable to deliver a course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. 

Student Visa Information

OVERSEAS STUDENT VISAS

Any prospective student from a country other than Australia wishing to undertake a course with an Australian Registered Training Organisation will need to apply for a Vocational Education & Training Temporary Visa from the Australian Department of Immigration and Border Protection (DIBP). This Student Visa will allow you to stay in Australia until you have completed your course. Information on Student.

You can visit the following websites for more information:

The DIBP website at:

The Study in Australia website at:

Student Visa applications are assessed according to your country’s level of risk (level 1 being low, level 3 being high). Each assessment level possesses different criteria, including English, financial and other requirements. The maximum period of time a Student Visa can be issued for under normal circumstances is 5 years.

People granted Student Visas will receive permission to work with their visa. This will apply to both the primary student and any family members travelling with them on their Student Visa.

Your Student Visa will allow you to work once your course has begun. While your course is in session you are limited to 40 hours work per fortnight and any number of hours while on semester breaks.

Students will be required to apply for a Tax File Number on arrival in Australia. For more information go to:

BRINGING FAMILY MEMBERS

Most Student Visas allow you to bring your family members to Australia as dependants if you are:

- Assessment level 1 or 2
- Assessment level 3 and your course is longer than 12 months
- You have been in Australia for 12 months or more. Your assessment level is determined by your course of study and your nationality.

Definition of family members

- Family members include your spouse, and you and your spouse's dependent children.
- Your spouse is the person you are married to, or in a de facto relationship with. A de facto relationship applies if you have been living with a person of the opposite sex for at least 12 months, and you have a genuine and exclusive relationship with them.
- A dependent child is the natural or adopted child, or step-child, of yourself or your spouse who:
  - is not married or engaged to be married or in a de facto relationship
  - has not turned 18.

Any dependent child of school age will be required to pay full fees if they are enrolled in a school in Australia.
VISA COST

You must pay a non-refundable visa application charge when you lodge your visa application.

ASSESSMENT LEVEL

Your assessment level is determined by your nationality and course of study.

VISA ATTENDANCE REQUIREMENTS

One of the conditions of your Student Visa is that you attend and maintain satisfactory attendance for each unit of study that you undertake. QTHC monitors your attendance every day, including any lateness. Your attendance will be considered unsatisfactory by QTHC and DIBP if it falls below eighty percent (80%).

For our full Attendance policy and procedures please visit:
www.qthc.edu.au/international-students/policies

VISA COURSE PROGRESS REQUIREMENTS

Another of the major conditions attached to your Student Visa is that you maintain satisfactory academic performance for each unit of study that you undertake. QTHC monitors your academic progress

For our full Course Progress Policy please visit:
www.qthc.edu.au/international-students/policies

EMPLOYMENT & TAXATION ON A STUDENT VISA

If you hold a Student Visa and would like to undertake employment while you are studying in Australia, you must hold a DIBP approved Work Visa, and a Tax File Number from the Australian Taxation Office. This Work
Visa will be granted with your Student Visa. You are limited to work up to 40 hours per fortnight during the study semester and unlimited hours per week while on study breaks.

Do **NOT** work without a current Visa with work entitlements as this is a breach of the conditions of your Student Visa and will put you at risk of deportation.

Please visit the below link for more information

https://www.immi.gov.au/students/students/working_while_studying/conditions.htm

Students are encouraged to apply for a Tax File Number as soon as they commence their course. For more information go to www.ato.gov.au

For further assistance, please contact the International Student Support Officer at QTHC.
International Student Regulations

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT 2000 AND THE NATIONAL CODE 2007

The provision of education to international students is regulated by the Department of Education through the Education Services for Overseas Students (ESOS) legislative framework. The Department of Education has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students.

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a Student Visa.

The full ESOS Framework and National Code 2007 documents are available on request from the college, or can be accessed at:

QTHC Policies & Procedures

PRIVACY OF PERSONAL INFORMATION

Purpose of Policy

QTHC takes its obligations under the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2013) very seriously and will take all steps in order to comply with the Act and protect the privacy of the personal information that we hold. This policy sets out how we do so.

The Personal Information that QTHC collects including Storage & Records Management

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect both electronic and hard copy information. We are required by law to maintain the records of our overseas students for a period of two years after the student has either completed their studies or withdrawn from the course, but we keep your academic results on record for thirty (30) as per AQF guidelines.

When a student enrols at QTHC, a student file is created in PRISMS (Provider Registration and International Student Management System). A file is also created in the office. These files contain critical elements relating to your study, including the following:

- Recruitment and relevant migration agent
- Contact details (personal information)
- Attendance (including medical certificates and details of any compassionate leave where applicable)
- Academic performance
- Complaints, disagreements, appeals
- Support services required and provided
- Any special needs
- Details of tuition fees paid/owing and any refunds
- Employment/Industry Placement details

We will not disclose any personal information about you unless the disclosure is:

a) required by law (eg. the Australian Taxation Office has the power to order us to disclose information on your account/s). QTHC may also be required to provide access to information for Commonwealth Government departments such as DoE & DIBP.

b) authorised by law (eg to protect our interests or where we have a duty to the public to disclose).

As with most education providers in Australia, QTHC relies on third party suppliers (agents) to conduct specialised activities such as mail-outs and web hosting. These agents act on behalf of QTHC and do not facilitate their own commercial agendas whilst processing your personal information. While personal information may be provided to these agents to enable them to perform their agreed tasks, such information remains the property of QTHC at all times and the agent organisations involved are bound by specific confidentiality and non-disclosure agreements.

QTHC collects, uses and discloses personal information with the following collection statement:

“QTHC collects personal information. This information is collected for the purpose of recording academic statements, informing relevant governing bodies such as DoE and DIBP of academic achievements and employment outcomes, including employer details, number of hours per week etc. We may also use personal information to notify students of potential employment opportunities or graduation details.”
CONTRACTING OUT

We do not contract out your personal information to anyone under any circumstances.

COMPLAINTS AND APPEALS

QTHC takes complaints and appeals very seriously and provides a process for advocacy, internal complaints and external independent mediation to resolve disputes and external formal concerns.

For our full Complaints & Appeals Policy please visit:

http://qthc.edu.au/international-students/policies

AFFIRMATIVE ACTION POLICY

QTHC’s Affirmative Action obligations reflect not only federal and state legislation, but also QTHC’s longstanding commitment to the ideals of fairness, access and excellence. Additionally, QTHC believes that its mission as a provider of vocational education and training demands that it be totally committed to increasing the representation of minority groups throughout the workforce, and promoting pluralism and diversity among the staff, administration and participants.

It is the goal of QTHC’s Affirmative Action Policy to provide equal employment opportunity, to prevent discrimination, and to contribute to the diversity of the workforce. QTHC’s Affirmative Action Policy applies to all persons, regardless of sex, race, colour, national origin, age, religion or physical or mental handicap.

SEXUAL HARASSMENT POLICY

It is the policy of QTHC to provide a workplace free of sexual harassment and to uphold State and Federal laws pertaining to sexual harassment. All participants and employees are expected to comply with this policy.

For the purpose of implementing this policy, the following definition of sexual harassment shall apply:

Sexual harassment includes the behaviours listed below, where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person by:

- making unwelcome sexual advances
- making any request for sexual favours
- making remarks or aspersions of a sexual nature relating to the other person
- subjecting another person to unwelcome conduct of a sexual nature, including through conversation, action or the display of material the other person finds sexually offensive.

As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition, one individual may have different boundaries for different relationships. It is the responsibility of all participants and employees to recognise and respect the boundaries set by others.
WORK HEALTH AND SAFETY (WHS)

QTHC is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of work health and safety by adhering to government legislation and taking a personal interest in the well being of our staff and visitors. All employees, contractors and visitors to our organisation are encompassed by our Work Health and Safety Policy. Our organisation abides by the following Commonwealth acts and applicable State acts/legislation to maintain its position as an organisation committed to the health, safety and security of all employees, contractors and visitors.

Please view the websites below for further information:

www.workcover.com


Who is responsible for Work Health and Safety?

All employees and students are responsible for Work Health and Safety in the Workplace.

Students in Training

Students are responsible for not only their own health and safety but the health and safety of others within their working environment. Students must report unsafe working conditions, faulty equipment and accidents on campus and in the workplace immediately to their trainer, supervisor or manager. Students must abide by safe working practices and comply with health and safety procedures.

Employees

Employees are responsible for the implementation and instruction of all company work health and safety procedures. Trainers are also responsible for ensuring their students adhere to the procedures set by the company.

Employees must report all accidents to management immediately and complete an incident report pertaining to the accident within 24 hours. Regulations under the Work Health and Safety Act have the same powers as the Act itself. If the company or employees do not comply with the regulations or acts, they may face prosecution, incur a fine or both as stated the under the Work Health and Safety Act.

Any requests for information required pertaining to this policy should be forwarded to the International Student Support Officer.

ACCESS & EQUITY POLICY

Special Learning Needs

QTHC’s Access and Equity Policy is based upon application of the following principles:

1. Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
2. Equality of outcome for all people, without discrimination.
3. Access for all people to appropriate and quality vocational education and training programs and services.
4. Increased opportunity for all people to participate in vocational education and training.

With these principles in mind, the objectives of QTHC’s Access and Equity Policy are:

- To incorporate access and equity principles and practices in key processes which affect the outcomes for participants in the vocational education and training system.
- To achieve equitable access for all current and potential participants and clients to vocational education and training services and programs.
• To increase the participation of people who are under-represented in vocational education, training and employment services and programs, by setting targets for funding arrangements.
• To increase participation in decision-making processes associated with, and for people from under-represented groups.
• To encourage positive outcomes for participants and clients of the vocational education and training system by giving them enabling skills to participate successfully in vocational education and training services and programs.
• To develop quality support services which enhance clients' and participants' chances to achieve positive outcomes.

It is the intention of all employees and training participants of QTHC to achieve the principle object in paragraph 3(I) of the Workplace Relations Act 1996, which is to respect and value diversity by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibility, pregnancy, political opinion, national extraction or social origin.

Where participants require further learning assistance, trainers/mentors and assessors must:

• organise a confidential interview with the participant and identify extra learning needs that are required and discuss possible training delivery. Develop a Training Plan to suit the needs of individual participants.
• select training strategies and delivery modes that match the needs of the individual participant i.e. this may include oral assessment.
• select options that ensure each participant has the opportunity to achieve the competencies required.
• provide flexibility in the delivery of training, including timing of the program, on or off job delivery, choice of learning materials, resources and assessment instruments, pacing of the program, and a variety of delivery methods.
COMPETENCY-BASED ASSESSMENT
All programs delivered by QTHC are assessed under the principles of Competency Based Training as required by the AQF.

The aim of Competency Based Training is to assess the participant's ability to do the activities in each unit rather than sit an exam that has a specific "pass mark". Your Trainer will assess your ability (or "competency") to carry out the activities in each unit.

Competencies are normally expressed in terms of a unit of competency. Competency standards comprise of:

- **Units Of Competency**: A summary of an area of work, a function or purpose.
- **Elements Of Competency**: The major components of each unit of competency. They provide more information about what activities or responsibilities make up this competency.
- **Performance Criteria**: Statements which specify the standards of performance required.

As an example, the details for **Element 1** of the **Unit of Competency**:

**SITHIND001A – Develop and update hospitality industry knowledge**

<table>
<thead>
<tr>
<th>Element 1</th>
<th>Update hospitality industry knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance Criteria</strong></td>
<td></td>
</tr>
<tr>
<td>• Informal and/or formal research is used to update general knowledge of the hospitality industry.</td>
<td></td>
</tr>
<tr>
<td>• Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day to day working activities.</td>
<td></td>
</tr>
</tbody>
</table>

Competencies include the skills and tasks that are required in the workplace. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

All assessment results are recorded on internal assessment grids as well as through VETTrak and the Department of Education managed PRISMS system. You will be notified of your result in each assessment, and have access to your assessment records through your trainer.

Qualifications issued from the results are recorded on the assessment grids, in VETTrak and in PRISMS.
ASSESSMENT APPEALS POLICY

All students have the right to appeal assessment outcomes. Appeals can be either verbal or written. All appeals resulting in re-assessment are to be recorded in writing. Students will be verbally informed of the appeals procedure for assessments on the first day of the program and prior to assessments.

Assessment Appeals Procedure

1. Students lodge a verbal or written appeal to the assessor within seven (7) days of notification of the assessment outcome.
2. The assessor discusses the appeal with the student, and informs the student of the decision either verbally or in writing.
3. If the student is unsatisfied with the decision, then a written appeal may be placed with the National Training Manager.
4. The student may be re-assessed by a second assessor based on the decision of the National Training Manager. The decision and re-assessment outcome is recorded in writing and a copy of this given to the student.
5. If the student considers that the appeals process was unsatisfactory, they may contact the appropriate regulatory body as referred to in the Complaint Policy.
6. The student can request a Transcript of Academic Record on the final day of each semester. They have a period of thirty (30) days from the last official date of each semester to appeal their results if they so wish.

This appeals process is outlined below:

Flexible Learning & Assessment

Competency based training allows participants to learn and be assessed in a variety of different ways, allowing the participant many flexible options.

Learning

Training can be both ‘formal’ and ‘informal’.

Informal training can include the following assessment methods:
- Completing a variety of ‘new’ tasks, during your normal working routine.
- Formal and informal observation and practice.
- On-job coaching and mentoring, including feedback.
Formal training can include the following assessment methods:

- ‘Off Job’ Training Sessions at one of our training venues.
- ‘Off Job’ Training Sessions at the workplace individually or in a group.
- Formal and informal observation and practice with recorded feedback.
- Working through training manual and assessments.
- ‘On line’ training session via our website.

Assessments

There are a variety of different assessment techniques available. Assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The Assessor will seek evidence to confirm achievement of the competencies. Examples of provision of evidence may include:

- Practical demonstration and observation
- Samples of work completed
- Written assessments
- Oral assessments
- Interview with trainee and/or employer/supervisor

QTHC will generally require a minimum of 3 different pieces of evidence per unit, including 1 oral or written assessment. If the written assessment is not conducted in front of your trainer/assessor, you will be asked a couple of ‘sample’ questions from the assessment to validate the fact that you completed the assessment.

Minimum levels of attendance are required dependant on the course or program. Attendance which does not meet the minimum requirement will reflect in the assessment results.

QUALIFICATIONS/ACADEMIC TRANSCRIPT

The Academic Transcript is a full record of all of the units of competence which comprise the training program. It provides a listing of the student’s assessment results for each unit of competency from the results recorded on the internal Assessment Grids. (Refer to the Process of Appeal for QTHC’s policy on the appeal of assessment results).

The following reflect assessment outcomes:

Competent: The student has demonstrated competency in all learning outcomes for that unit.

Withdrawn: The student has withdrawn after one quarter of the way through the unit and not completed all required learning outcomes.

Exemption: The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. QTHC has collected and validated evidence of some form that the participant is or has demonstrated competence for this unit.

Deferred Result: Indicates that assessment has not been finalised.

Not Yet Competent: The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.

RPL/CREDIT TRANSFER FOR OVERSEAS STUDENTS

RPL

Recognition of Prior Learning (RPL) provides students with the opportunity to have their current skills and competencies recognised. These skills and competencies may relate to units that they are about to commence and as a result may exempt them from studying these units. There is a cost related to obtaining RPL. As the process requires students to gather evidence confirming their competency, it is essential that the assessor must hold a qualification (recognised in Australia and approved by QTHC) at least one level
above that which they are assessing. All evidence must be submitted in English. RPL assessment occurs in
Australia, and is usually conducted by QTHC. If you need more information please contact the International
Student Support Officer at QTHC.

**NOTE:** If QTHC grants an overseas student RPL, it may impact on Student Visa conditions through a shortening of
the student’s course. Overseas students wishing to apply for RPL are advised to contact DIBP to discuss this option.

**CREDIT TRANSFER**

Credit Transfer involves assessing a previously completed course or subject successfully completed in
Australia, to see if it provides equivalent learning or competency outcomes to those required within their
current course of study. Credit Transfer can also be cross-sectoral. Prospective students could, for example
seek to have vocational education and training qualifications (in Australia) credited against vocational
education and training subjects offered through QTHC. If you need more information please contact the
International Student Support Officer at QTHC.

**NOTE:** If QTHC grants an overseas student Credit Transfer, it may impact on Student Visa conditions through a
shortening of the student’s course. Overseas students wishing to apply for Credit Transfer are advised to contact
DIBP to discuss this option.

**NATIONAL RECOGNITION POLICY**

QTHC’s National Recognition Policy is to recognise AQF qualifications and statements of attainment issued
by any other Registered Training Organisation (RTO) including TAFE in Australia. Documented evidence is
required from the participant for QTHC to commence verification procedures.

**CHEATING & PLAGIARISM**

*Cheating* occurs when a person borrows, copies or steals another person’s work, or takes prohibited
information into an assessment or examination. This will not be tolerated at any time by QTHC, and if a
student has been found to be cheating, a range of penalties may apply, up to and including the immediate
suspension or cancellation of the student’s enrolment, depending on the severity of the offence.

*Plagiarism* occurs when a person does not acknowledge the original source of information used in an
assessment or assignment, such as copying word for word another person’s work, using another person’s
work or submitting another person’s work as your own. Where a student is suspected of plagiarism, they
may be required to undertake additional assessment tasks and depending on the severity or frequency, may
face other disciplinary action.

**CHANGE OF CONTACT DETAILS**

Your Student Visa requires that you advise of residential arrangements at all times, and that QTHC and
DIBP be notified of your current address and contact phone numbers. Any change in your
residential/contact information must be provided to QTHC within seven (7) days of the change, so that the
college can maintain and report on correct details as required by DIBP/DoE.

**REFUND POLICY & PROCEDURE**

Any fees paid in advance to QTHC shall be refunded to the payer in full should an application to study in
Australia be refused. **Written notification of withdrawal** from the course for this reason should be
forwarded to QTHC within 14 days of such written notification from the Department of Immigration and
Border Protection (DIBP) or the Australian High Commission. A copy of this letter of advice from the
abovementioned department(s) should accompany the letter of withdrawal for verification purposes.

Should a student wish to withdraw from a course, prior to commencement of studies, for any other reason
other than the above and wish to claim a full refund of all tuition fees and charges, notification of the
student’s intention to withdraw must be written and at least 6 weeks notice must be given. Please note that an administration fee of $A500 will apply, and the Application Fee will not be refunded.

If an application for withdrawal from a course is received less than 6 weeks prior to commencement of the course, 50% of the course fees will be refunded less an administration fee of $A500. The Application Fee will not be refunded. Should the reason for withdrawal be received less than 6 weeks prior to commencement and be on compassionate grounds, an alternative refund arrangement may be negotiated on a case-by-case basis.

If a student withdraws from a course or their visa is cancelled on the basis of non-adherence to the visa requirements after the commencement of the course, a cancellation fee equivalent to 12 weeks of study will be deducted from any refund paid.

Should a course be cancelled by QTHC, all fees paid will be refunded within 14 days of course cancellation. All refunds will be payable only to the person who paid the fees in the first instance.

Refunds will only be made after the fees have been cleared through QTHC’s bank account. All course costs are calculated by direct “participant contact hours” and has no bearing on length of program in terms of training weeks.

Please see below for a quick reference table that breaks down our refund policy information. Our International Student Officer can provide you with a “Refund of Course Tuition Fees Form” upon request:

Please note that in all instances the Application Fee is NON REFUNDABLE.

This policy is based on the assumption that all fees are paid. If tuition fees are overdue or a payment plan has been authorised at the time of your cancellation you may be liable for fees you have not yet paid. QTHC reserves the right to take legal action to recover any unpaid fees.

<table>
<thead>
<tr>
<th>Date of Receipt of Application for Refund of Course Tuition Fees Form or Cancellation</th>
<th>Refund Paid by Quality Training &amp; Hospitality College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Visa refused (documentation with proof of refusal to be provided) 14 days notice required</td>
<td>Tuition fees refunded in full</td>
</tr>
<tr>
<td>More than 6 weeks prior to the commencement of course</td>
<td>Tuition Fees refunded in full less a $500 administration fee</td>
</tr>
<tr>
<td>Less than 6 weeks prior to the commencement of the course</td>
<td>50% of the Tuition Fees refunded less a $500 administration fee</td>
</tr>
<tr>
<td>Enrolment or visa cancelled after course commencement **</td>
<td>Cancellation fee equivalent to 12 weeks of study applies</td>
</tr>
<tr>
<td>Enrolment or visa cancelled with less than 12 weeks remaining before end of program</td>
<td>Quality Training &amp; Hospitality College will charge $250 for administration and the creation of a Statement of Units successfully completed to date</td>
</tr>
<tr>
<td>Course deferred by student</td>
<td>Tuition fee transferred</td>
</tr>
<tr>
<td>Course deferred by Quality Training &amp; Hospitality College</td>
<td>Student has option of transferring Tuition fees or Tuition Fees refunded in full</td>
</tr>
<tr>
<td>Course cancelled by Quality Training &amp; Hospitality College</td>
<td>Tuition fees refunded in full</td>
</tr>
</tbody>
</table>

** Unless exceptional or compelling circumstances can be demonstrated.

Please note Quality Training & Hospitality College reminds you that that this policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.
CRITICAL INCIDENT POLICY & PROCEDURE

1. Introduction
A critical incident is defined as a tragic or traumatic event or situation affecting a student or staff member, which has the potential to result in emotional reactions in the college community (for example, death or serious injury).

2. Policy
QTHC recognises that, in the event of a critical incident, appropriate infrastructure must be in place to ensure the provision of all necessary support services.

3. Reporting
3.1 On-Campus Incidents
If the incident is on-campus and involves death, serious injury or a threat to life or property, contact Emergency Services on 000 (Police/Ambulance/Fire Department as required) with the incident to be communicated to the Managing Director as soon as practicable thereafter.

3.2 Off-Campus Incidents
3.2.a If the critical incident involves a student and is off-campus, the person receiving the information must immediately contact the Managing Director (and/or Emergency Services as required) who will communicate with other staff as appropriate.

3.2.b If the critical incident involves a staff member off-campus, the person receiving the information must immediately contact the Managing Director and/or Emergency Services as required. The Managing Director will communicate with staff and students as appropriate.

4. Key Details to be Reported
Key details to report include:
- time, location and nature of the incident (e.g. threat, accident, death or injury)
- names and roles of persons involved (e.g. staff, international or domestic student)
- action taken to date and any decision on action to be taken

5. Checklist for Staff Managing Critical Incidents
5.1 The Managing Director will seek information about the incident and will request that the information is kept private and confidential until such time as disclosure to relevant parties is required.

5.2 The Managing Director or nominee will then call a meeting with the following staff or their nominees:

For incidents involving students (excluding death):
- Managing Director
- International Student Support Officer
- The student themself
- Nominated support person for the student

For incidents involving staff:
- Managing Director
- International Student Support Officer
- The staff member themself
- Nominated support person for the staff member (if required)
5.3 A meeting of QTHC's Executive Board will be called to discuss and determine QTHC's response.

6. Response Checklist

6.1 As soon as possible, the Executive Board will liaise with relevant staff to prepare a communication plan and nominate a spokesperson.

6.2 Communication:
- plan a response and ongoing strategies to the specific incident including individual roles and responsibilities
- liaise with police, doctors, hospital staff and other relevant professionals
- determine if legal assistance might be required and refer accordingly to Legal Aid or relevant person's choice of private lawyer
- provide follow-up written communication and/or condolence letters to family as appropriate
- complete an Incident Report for QTHC's records. A copy of this report is to be filed in the relevant student/staff member's file.

6.3 Support for family, friends and staff (if required):
- contact next of kin and ensure support is provided to family and friends
- make arrangements for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services
- if necessary, make arrangements for affected staff and students, e.g. leave, counselling etc.

6.4 For incidents involving students:
- if the incident occurs during the semester, appropriate arrangements for students are to be made depending on the circumstances (e.g. release from classes, rescheduling assessments, counselling)
- if the incident occurs during semester and a student is unable to continue with studies, arrangements will be made for withdrawal without penalty and refund of fees if appropriate

For International Students the following must also take place.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires QTHC to notify the Australian Government (DIBP) as soon as practicable after the incident. In the case of a student's death or other absence affecting the student's attendance at QTHC, the Department of Education should be contacted by phone prior to reporting via the Provider Registration and International Student Management System (PRISMS). Where an international student dies or sustains serious injury, QTHC may be required to assist the student's family. This may include:

- making arrangements for hospital stay, a funeral, a memorial service, repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

6.5 For incidents involving staff:
The Managing Director makes continual follow-up contact to assess whether further help is required, and if so, assist and support the staff member in seeking the appropriate external assistance, such as counselling etc.

6.6 For any critical incident, a Critical Incident Form must be filled out.

6.7 The Managing Director or other suitable staff will monitor the affects of the incident over time, so that any further appropriate action can be taken. This will include a review of the Policies and Procedures, with changes made if necessary.
If you want to change to a course with the same provider at the same level of qualification, you do not need to apply for a new Student Visa unless your current visa is about to expire. However, if you want to undertake a new course with a different education provider, read the information below regarding changing education providers.

**Changing to another education provider**

From 1 July 2007 the 'no change of provider' condition (8206), which restricted Student Visa holders from changing education provider within the first 12 months of their main course of study ceased to have effect.

If you want to change to another education provider you must notify QTHC in writing of your intent to apply for a transfer to a new education provider. In most circumstances, the new education provider will be restricted from enrolling you if you have not completed 6 months of the main course of study for which your visa was granted.

If you want to change to another provider before completing the first six months of your main course of study you must contact QTHC for approval. QTHC advises that this request will not be approved unless you can demonstrate an excellent reason as outlined in our Student Transfer Request Policy and Procedure.

In summary a credible reason could be that:

- QTHC has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- QTHC has provided a **written letter of release**
- QTHC has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course with the company, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The circumstances that QTHC considers as providing reasonable grounds for refusing the student's request are as follow:

1. Where the student changes their mind about their choice of RTO.
2. Where a student has been warned for non-attendance or is in danger of failing to meet academic progress requirements.
3. Where QTHC suspects that the student is trying to avoid being reported to DIBP for failure to meet minimum attendance or academic progress requirements.
4. Where a student is experiencing conflict with personal commitments and their study requirements.
5. Where the student is having issues with staff or other students, or the course requirements without first availing themselves of the pastoral support options provided by QTHC.
6. Where there are any other reasonable circumstances under which it is deemed by the Managing Director and the International Student Support Officer that such a transfer might be detrimental to the student.
If your application for transfer to another provider is approved, you will also be required to contact the Australian Department of Immigration and Border Protection (DIBP) and provide a Confirmation of Enrolment certificate from your new education provider.

See:
Visa Options
http://www.immi.gov.au/students/students/chooser/index.htm

Changes to the Migration Regulations relating to student visa holders changing education providers

DEFERRAL OF COMMENCEMENT
SUSPENSION OF CURRENT STUDY

If, having received a Letter of Offer, or having paid the initial set of fees and completed the Acceptance of Offer Form, you would like to postpone the commencement of your chosen Hospitality program, you should apply in writing to the Managing Director of QTHC for a deferral.

Should you wish to suspend current study with QTHC, you should also apply to the Managing Director for suspension. This course of action will have implication on your Student Visa, and you will need to check with the Department of Immigration & Border Protection for information on what action you will need to take. Students must provide evidence of compassionate and compelling circumstances for the suspension. Please ask for a copy of our policy and check our Refund Policy for any applicable refund of tuition fees.

STUDENT BEHAVIOUR & TERMINATION

1. All students are expected to attend workplace (practical) training to successfully complete their course (if applicable).
2. When training is conducted away from the workplace (theory), students are required to wear the general course uniform, which is a white shirt and black pants or skirt.
3. Students must maintain a high standard of presentation at all times.
4. Students are expected to participate to the best of their ability in all training activities, and to carry out any tasks and assignments that are requested of them by the trainer.
5. Students are to complete Self-Paced Learning workbooks and/or assessments as required.
6. Students must produce a Doctor's Certificate for all sick days upon returning to class. Students must advise the Trainer if they will be unable to attend class for a particular day. QTHC is required under sections 19 and 20 of the ESOS Act 2000 to report to DoE and DIBP any unexplained absences as it is a condition of a Student Visa that the student attend training. Absenteeism may result in units not being completed, competencies not being achieved and excessive absenteeism may result in your removal from the program and deportation. Excessive tardiness may result in you being marked absent for that training session.
7. Students are to advise the Trainer or International Student Support Officer of any concerns that they may have regarding their progress throughout their course.

8. Students must advise QTHC immediately of any changes to their personal details. It is our duty to report these changes to the Department of Immigration and Border Protection as part of our reporting requirements.

9. Students must keep training areas and facilities tidy at all times.

10. The consumption of or being under the influence of alcohol or illicit substances during the training hours is unacceptable and will result in the student being asked to leave the premises. Continued abuse of this policy may result in the student's removal from the course and possible deportation.

11. A student's behaviour must not disrupt or threaten other students, or company personnel. Abusive behaviour or physical violence can result in instant expulsion from your program and possible deportation.

12. If a student fails to comply with points 10 and 11 above, it may result in suspension and/or expulsion from the course and you may face deportation.

If QTHC initiates the deferment, suspension or cancellation of a student's enrolment on the grounds of misbehaviour the International Student Support Officer must:

- Inform the student that they have 20 days to access the internal complaints and appeals process. Until the internal process is completed, the termination, suspension or cancellation cannot take effect unless there are extenuating circumstances relating to the welfare of the student.
- Consider any appeal made through the Complaints & Appeals process. The student must be notified in writing of a decision within ten (10) working days.

**Important Contacts & Websites**

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Training &amp; Hospitality College</td>
<td>(08) 8271 5566</td>
<td><a href="http://www.qthc.edu.au">www.qthc.edu.au</a></td>
</tr>
<tr>
<td>Department of Immigration &amp; Border Protection</td>
<td>131 881</td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a></td>
</tr>
<tr>
<td>Department for Further Education, Employment, Science and Technology</td>
<td>(08) 8226 3821</td>
<td><a href="http://www.dfeest.sa.gov.au">http://www.dfeest.sa.gov.au</a></td>
</tr>
<tr>
<td>Office of the Training Advocate</td>
<td>1800 006 488</td>
<td><a href="http://www.trainingadvocate@sa.gov.au">www.trainingadvocate@sa.gov.au</a></td>
</tr>
<tr>
<td>+61 8 8226 4242</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study Adelaide</td>
<td>(08) 8410 1311</td>
<td><a href="http://www.studyadelaide.com">www.studyadelaide.com</a></td>
</tr>
</tbody>
</table>
CODE OF PRACTICE

This Code of Practice has been developed to provide participants and clients with a commitment to the maintenance of high standards in the provision of vocational education and training and other client services.

Our standards of quality are in compliance with the ASQA Conditions of Registration for NVR RTO’s under the National VET Regulator Act 2011

The Code of Practice is available to all clients and is enforced by all at Quality Training and Hospitality College (QTHC).
Quality Training and Hospitality College’s Philosophy

Our Core Values
To be proud of our integrity - honesty in everything.

To demonstrate our discipline of professionals.

To ensure quality by being "a little bit better today than yesterday".

To have a genuine desire to help others achieve success (preparing them for opportunity).

To have the courage to be innovative.

To place great trust in our staff.

To remain in business by being commercially profitable.

Our Main Company Goal
To be the best in our field because our success is your success.

Our Key Company Targets
Maintain continuous improvement in:
- Staff Performance
- Course Materials
- Administration
- Financial Control
- Sales/Marketing

Our Culture
We welcome and acknowledge ideas, improvements and positive behaviour.

Our Standards
We are the yardstick by which others are measured.

Our Pride
Feeling of satisfaction in past/present achievements.

Our Dedication
The degree to which we are prepared to devote our time to all of the above with a positive attitude.
<table>
<thead>
<tr>
<th>Guideline Requirement</th>
<th>Code of Practice Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>How the Registered Training Organisation (RTO) ensures clients’ rights as a consumer are protected and they receive the services detailed in their agreement with the RTO.</td>
<td>Your rights as a consumer are important to us.</td>
</tr>
<tr>
<td></td>
<td>We market and advertise our training services in an ethical and accurate manner.</td>
</tr>
<tr>
<td></td>
<td>Before you enrol, we will advise you of all fees and charges and material costs you will be charged for throughout your training.</td>
</tr>
<tr>
<td></td>
<td>We have a refund policy that is fair and equitable and you will receive a copy of this before you enrol.</td>
</tr>
<tr>
<td></td>
<td>We have systems in place to ensure that if we cannot fulfil our training obligations to you, that you will receive the refund of our services or be referred to another RTO at no extra cost.</td>
</tr>
<tr>
<td></td>
<td>We maintain your academic, financial and other information in strict confidence.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guideline Requirement</th>
<th>Code of Practice Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>How the RTO adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client.</td>
<td>We comply with all Commonwealth &amp; State legislation related to how we operate as a Registered Training Organisation (RTO).</td>
</tr>
<tr>
<td></td>
<td>We take steps to provide a safe, secure and healthy learning environment.</td>
</tr>
<tr>
<td></td>
<td>You have access to your personal information at all times.</td>
</tr>
<tr>
<td></td>
<td>You have access to a compliant/assessment appeal process.</td>
</tr>
<tr>
<td></td>
<td>All of our marketing is current, ethical and accurate.</td>
</tr>
<tr>
<td></td>
<td>Participants are informed of their rights, responsibilities and obligations prior to enrolment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guideline Requirement</th>
<th>Code of Practice Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>How industry is engaged in the RTOs operations so that clients can be confident that the qualifications issued by the RTO are recognised by industry.</td>
<td>We engage QTHC Industry Expert Panel in developing our training and assessment strategies.</td>
</tr>
<tr>
<td></td>
<td>All assessors have current and relevant industry experience and qualifications.</td>
</tr>
<tr>
<td></td>
<td>We engage with employees, members and other industry representatives regularly to ascertain their wants and needs.</td>
</tr>
<tr>
<td></td>
<td>We encourage suitable workplace experience.</td>
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<td></td>
<td>Our assessment procedures all include a workplace component.</td>
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<td></td>
<td>We recognise prior learning industry skills and experience.</td>
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<td></td>
<td>Our organisation ensures we maintain industry currency and relevance by:</td>
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<tr>
<td></td>
<td>▪ Employing trainers and assessors that are qualified in our Hospitality Industry Sector</td>
</tr>
<tr>
<td></td>
<td>▪ Regularly engage with industry including employers, skills boards, on-job experience and professional bodies</td>
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<tr>
<td></td>
<td>▪ Attend regular professional development opportunities to ensure we maintain currency with regulations, legislative and industry requirements.</td>
</tr>
<tr>
<td>Guideline Requirement</td>
<td>Code of Practice Statement</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------</td>
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<tr>
<td>How it assures the quality of training and assessment provided across all of its operations.</td>
<td>Our organisation is committed to continuously improving the services it offers and seek learner feedback through evaluation surveys conducted during and on course completion. The services provided by our organisation will continuously to be improved with ongoing collection; analysis and action on the data reported by our trainers, assessors the learner. We will ensure that our organisation complies with the required standards for RTOs by conducting regular internal assessments. We will maintain effective internal and external communications of changes to policies through our web page. We employ fully qualified trainers and assessors with current industry knowledge and experience to deliver and assess our programs.</td>
</tr>
<tr>
<td>Guideline Requirement</td>
<td>Code of Practice Statement</td>
</tr>
<tr>
<td>How it will meet the individual needs of all learners by assessing their current skills and knowledge prior to the commencement of training.</td>
<td>All trainers have relevant industry experience and vocational competence in their area of expertise. We will recognise existing skills and knowledge gained through work and life experience, and formal study. We tailor training to meet client needs and legislative requirements. We recognise that you may already have skills and experience in the Hospitality industry which is relevant to learner course assessment. We can assist learners to gain recognition of prior skills and experience through a process called Recognition of Prior Learning (RPL). If you have completed relevant units of competency from the Hospitality training package, we will credit these towards the completion of your qualification. We encompass training methodologies and principals of adult learning and flexible learning, tailored to provide relevance to our current industry sector.</td>
</tr>
</tbody>
</table>

This Code of Practice documents how QTHC services meet the RTO requirements listed in the ASQA Guidelines for RTO’s 2012 http://www.comlaw.gov.au/Series/F2013L00167

Our Code of Practice Statements are based on collaboration with other RTO’s at the ACPET Code of Practice Workshop (3 August 2011). However they are complementary to Procedures within Quality Training and Hospitality College.
Code of Conduct

QTHC is Nationally Accredited and Registered under ASQA and CRICOS and abides by the following Code of Conduct which sets an ethical standard for our operation whilst remaining responsive to the development of training and education opportunities for the Australian community and International Students.

QTHC will:

- At all times conduct our operations transparently, equitably and with integrity;
- Practice zero tolerance of all behaviours and activities that diminish the importance of individuals;
- Ensure the safety and wellbeing of all minor participants and continuously work to the enhancement of a quality child safe environment;
- Observe the standards prescribed by the Australian Quality Framework, Australian Quality Training Framework, Training & Skills Commission, Education Services for Overseas Participants and other regulatory and accrediting bodies as is required;
- Establish policies which fulfil our obligations to all stakeholders and which comply with all legislative and governance requirements;
- Strive for continuous improvement of all facets of our operation and service provision;
- Take responsibility for professional development of all persons involved in the provision of our services;
- Make every endeavour to assure that QTHC is ecofriendly;
- Through a spirit of mutual cooperation, engage the general community, industry, employer and employee representative groups and government to:
  - maximise the potential for the employment, training and personal development of the Australian workforce;
  - develop equitable policy objectives, supported by adequate resources;
  - develop understanding in the general community of the role of RTOs and their place in the business community;
  - encourage community acceptance of entry level training as a viable option, for all and in particular disadvantaged groups;
  - promote, implement and monitor quality training programs relevant to industry and the community.
QTHC Code of Practice Customer Service

Our Code of Practice Customer Service outlines our minimum service commitment.

Our Commitment

To support our aim we guarantee to provide all customers (internal and external) with prompt and efficient service.

To ensure those standards are met at all times QTHC’s professional service is supported by Quality Assurance measures.

As a minimum we will ensure that:

- all customers are treated in a professional, ethical and courteous manner.
- maintain open and honest channels of communication with our customers.
- access and equity principles apply to and for all customers at all times.
- all Commonwealth and State legislative compliance is met.
- our Customers’ safety remains QTHC’s paramount priority. Workplace Health and Safety compliance of all stakeholders is monitored and meets legislative requirements.
- appropriately qualified staff will be supported with processes and procedures that ensure the highest quality of service provision.

As part of our commitment QTHC’s staff will:

- always clearly identifying themselves when contacting customers;
- wherever possible, provide a one point of contact service;
- aim to answer questions or resolve issues quickly and satisfactorily;
- provide clear, accurate and helpful information/advice at all times;
- normally respond to training enquiries within 48 hours;
- address industry enquiries, including request for trainees, same day as receipt;
- ensure timely and accurate payment and recording of financial transactions including wages;
- maintain privacy in compliance with the Privacy Act 1988.

Customer Feedback

QTHC encourages feedback to help us improve our service.

Our processes for collection of feedback will include:

- open unsolicited access to the QTHC team via telephone, facsimile or email during normal working hours;
- customer satisfaction surveys from time to time;
- ad hoc requests for feedback when our team members are in contact for other reasons;
- invitations to industry to participate in quality evaluation and improvement programs.

All customer comments and suggestions will be:

- kept confidential unless an appropriate authority to use the information has been received;
- reviewed for use in the improvement our service.
www.qthc.edu.au