



Windsor Institute of Commerce Pty. Ltd.
Level 5, 127 Liverpool Street, Sydney, NSW 2000
ABN 19 080 559 600
Registered Training Organisation Provider # 90501
CRICOS Provider # 01856K

Tel: +612 9283 4388, Fax: +612 9283 0748, Web: <http://www.windsor-ic.com.au>
E-mail: admin@windsor-ic.com.au

Welcome Message

The management and staff at **Windsor Institute of Commerce Pty Ltd** extends a warm welcome to you as you embark on your program of vocational education and training. **Windsor Institute of Commerce Pty Ltd** will encourage students to reach their highest potential whilst undertaking their program of study. Every endeavor will be made by staff to accommodate the individual needs of each student.

The RTO is committed to delivering quality education and training and we strive to maintain a happy, congenial atmosphere in which to learn and work.

THH60202 Advanced Diploma of Hospitality Management

The **elective** units of competency (practical kitchen work/units) of the Advanced Diploma of Hospitality Management will be delivered and assessed at **Evolution's Hospitality Institute**. It combines teacher led classroom delivery in Evolution's Mezzanine Floor Classroom and practical kitchen skills training and assessing in the Evolution simulated fully-equipped commercial kitchen.

The **core** units of competency of the Advanced Diploma of Hospitality Management will be delivered and assessed at **Windsor Institute of Commerce Pty Ltd**. It combines teacher led classroom delivery, seminars, tutorials and case studies.

The units of competency required to complete the Advanced Diploma of Hospitality Management are highlighted under Qualification units.

You will be required to attend 20 hours face-to-face training per week as per your set timetable, scheduled between Mondays to Saturdays inclusive.

THH60202 - ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT CRICOS CODE 061567M

The aim of the THH60202 Advanced Diploma of Hospitality Management Course is to guide students to become competent leaders / managers in a hospitality operation. The course outlines the skills, both practical and theoretical required to manage an operation. The course provides the trainee / student with the necessary knowledge to understand and practise OH & S issues that are required in a professional operation, a basic understanding of work behaviour and manners needed to fit into the hospitality industry, kitchen operations, purchasing systems, financial management, sales and marketing, budgeting, staff management and human resource requirements. Those gaining this qualification reflect the role of a Senior Manager or Executive Chef in any hospitality functional area.



Core Units

THHCOR01B	Work with colleagues and customers
THHCOR02B	Work in a socially diverse and environment
THHCOR03B	Follow Health, safety and security procedures
THHGCS02B	Promote products and services to customers
THHGCS03B	Deal with conflict situations
THHGCS08B	Establish and conduct business relationships
THHGFA06A	Interpret financial information
THHGGA01B	Communicate on the telephone
THHGGA06B	Receive and store stock
THHGGA07B	Control and order stock
THHGHS01B	Follow workplace hygiene procedures
THHGLE01B	Monitor work operations
THHGLE02B	Implement workplace health, safety and security procedures
THHGLE03B	Develop and implement operational plans
THHGLE04B	Establish and maintain a safe and secure workplace
THHGLE05B	Roster staff
THHGLE06B	Monitor staff performance
THHGLE07B	Recruit and select staff
THHGLE08B	Lead and manage people
THHGLE09B	Manage workplace diversity
THHGLE11B	Manage quality customer service
THHGLE12B	Develop and manage marketing strategies
THHGLE13B	Manage finances within a budget
THHGLE14B	Prepare and monitor budgets
THHGLE15B	Manage financial operations
THHGLE16B	Manage physical assets
THHGLE19B	Develop and implement a business plan
THHGLE20B	Develop and update the legal knowledge required for business compliance
THHGTR01B	Coach others in job skills
THHHC001B	Develop and update hospitality industry knowledge

Elective Units

THHBKA01B	Organise and prepare food
THHBKA02B	Present food
THHBKA03B	Receive and store kitchen supplies
THHBKA04B	Clean and maintain kitchen premises
THHBCC01B	Use basic methods of cookery
THHBCC00B	Prepare Sandwiches
THHBCC02B	Prepare appetisers and salads
THHBCC03B	Prepare stocks, sauces and soups
THHBCC04B	Prepare vegetables, eggs and farinaceous dishes
THHBCC05B	Prepare and cook poultry and game
THHBCC06B	Prepare and cook seafood
THHBCC07B	Select, prepare and cook meat
THHBCC08B	Prepare hot and cold deserts
THHBCC09B	Prepare pastry, cake and yeast goods
THHBCC11B	Implement food safety procedures
THHBCAT01B	Prepare food according to dietary and cultural needs
THHBCC13B	Plan and control menu-based catering
THHBCC10B	Plan and prepare food for buffets
THHS2CC2B	Establish and maintain quality control
THHS2CC3B	Develop a food safety plan



Student Recruitment, Selection and Enrolment Procedure

Students are invited to apply for admission either directly to **Windsor Institute of Commerce Pty Ltd** or with the assistance of our worldwide network of representative agents.

Assistance offered by our representative agents includes course and program selection, course and program application, documentation verification, pre-visa assessment (where necessary) and visa applications.

1. Complete the enrolment form
2. Attach certified copies of all academic qualifications, including school reports, official examination certificates and evidence of English proficiency.
3. Attach One passport sized photograph
4. Application Fee
5. If your application is successful we will send you an Offer Letter which will explain to you the course you have been accepted into, the course fees that are payable, fee installment plans that are available, a fee refund policy statement and the offer acceptance information.
6. On receipt of the fees **Windsor Institute of Commerce Pty Ltd** will send you a Confirmation of Enrolment which you will need to present when you apply for your visa.
7. When your visa has been issued, obtain your ticket to Australia and attend the allocated Orientation Day process.

We look forward to welcoming you.

Your personal information contained in the enrolment procedure and subsequent information obtained by **Windsor Institute of Commerce Pty Ltd** is subject to the relevant State and Federal Legislation in regard to the rules of Privacy and will not be used or provided to any third party save as may be required by law. Divulgence of personal information may be required by law to State and Federal Government agencies as prescribed in the various Acts of Parliament and to the ESOS Assurance Fund.

Language and Literacy Testing Procedures

Applicants who wish to study for certificate or advanced diploma courses, and are unable to provide documentation attesting to their English proficiency levels (IELTS, TOEIC, or any other recognised internationally used test of English) will be tested **prior** to enrolment on a certificate or diploma course. The following testing procedure applies:

Students sit the Windsor Institute English Placement test (taken from published Nelson Placement Tests) and must achieve a score equivalent to an Upper-Intermediate level of English. This test is administered and supervised by our overseas agents and the answer sheets forwarded to Windsor for correction.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by the Principal Executive Officer to undertake further studies or remedial studies in English (ELICOS) at **Windsor Institute of Language Pty Ltd** for an appropriate duration. The student is referred to the Director of Studies of ELICOS at **Windsor Institute of Language Pty Ltd** for this support program in English to be arranged.

The participants for each program offered by the college will be selected in a manner that reflects access and equity principles.

Entry requirements

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

Certificate III Qualifications

- Applicants 18 years and above who have satisfactorily completed year 11 or equivalent, including mathematics or
- Applicants 18 years and above with no formal qualification but who can provide evidence of relevant and sufficient work experience may also be considered.
- A proficiency in English equivalent to IELTS 5.5 or higher.



Advanced Diploma Qualifications

- Applicants 18 years and above who have satisfactorily completed year 12 or equivalent, including mathematics or
- Applicants 18 years and above with no formal qualification but who can provide evidence of relevant and sufficient work experience may also be considered.
- A proficiency in English equivalent to IELTS 5.5 or higher.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course, eg; the Certificate III in Hospitality (Commercial Cookery) or the Advanced Diploma of Hospitality Management. 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.

Competencies to be achieved during training

Competencies to be achieved during training are detailed in the **Windsor Institute of Commerce Pty Ltd** Student Information.

Student Visa Requirements

According to the Department of Immigration and Citizenship (DIAC), to be granted a student visa you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on the DIAC Internet site on <http://www.immi.gov.au>

Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds - before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing OSHC at

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/health-privatehealth-osfaq-whichfund.htm>

Full Time Study

Australian law requires International students to study a full time study load. The only reason you may undertake a reduced study load is because you need to undertake a part-time enrolment to complete a course of study where you need to repeat one or more failed units **for the first time**.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake in later years to ensure they have a 100% full time study load. Please be aware that if your attendance drops below 80% over any 2-week period

Windsor Institute of Commerce Pty Ltd is required to review your involvement, counsel you and, if poor attendance persists, report you to DIAC. The report may put you in breach of your visa conditions.

Delivery to students holding a student visa via distance education is specifically **not** permitted.

Satisfactory Progress

Students who do not have satisfactory academic progress will be reported to DIAC. As a general rule more than one failure in a unit or failure in more than two units in any semester will trigger a review of academic progress by **Windsor Institute of Commerce Pty Ltd**. If at the end of the review **Windsor Institute of Commerce Pty Ltd** is not satisfied with the academic progress of a student the student will be reported to DIAC which may result in a breach of visa conditions.

Further Study



Graduates of **Windsor Institute of Commerce Pty Ltd** courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs. However, as a general rule students with high marks will have the best chance of being accepted by a University.

Working in Australia

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Immigration laws allow students to work for a limited number of hours, currently 20 hours per week. However, work is not easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Dependents

Dependents of persons holding a student visa are required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Student Support Services

Student Support Services are located at Windsor Institute of Commerce Main Campus at Level 5, 127 Liverpool Street, Sydney NSW 2000 and are accessible to students during normal business hours. **Windsor Institute of Commerce Pty Ltd** has appointed two persons, a Student Services Officer and an Administration Manager, who act as Student Welfare Officers, to assist students experiencing difficulties.

Windsor Institute of Commerce Pty Ltd believes in providing its learners with the greatest opportunities to succeed in the learning process.

We recognise the special difficulties that a person from a Non-English Speaking background encounters in undertaking a program of study. We also recognise that many of our learners come from countries where the methods of delivery and the requirements for a successful course of study are very different from those that apply in Australia.

Many learners are experiencing life challenges due to undertaking a course of study in a country very different from their own and their motivation, purpose and objectives can become confused as they progress in their program of learning.

Windsor Institute of Commerce Pty Ltd therefore offers support services to its learners to assist them in their studies and their social welfare.

Study Skills support

Windsor Institute of Commerce Pty Ltd is vitally concerned that all learners are fully equipped to participate in a program or course of study that will be interesting, motivating and successful and therefore provides a variety of learning approaches with a comprehensive range of support services for its clients.

Welfare

Windsor Institute of Commerce Pty Ltd is vitally concerned with the welfare needs of our students. These needs may be spiritual, moral or physical.

Students in a foreign country and culture may often feel isolated and alone as well as experience other difficulties in coming to grips with a culture very different from their own.

The role of the Welfare Officer is to counsel and advise learners and to refer those to professionally qualified persons as and when necessary. The welfare officer has a listing of all Government and Non Government agencies that have expert and multi-lingual employees available at all times.

Change of Address

Upon arriving in Australia you are required to advise **Windsor Institute of Commerce Pty Ltd** of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 **Windsor Institute of Commerce Pty Ltd** is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic performance. It is your responsibility to ensure that you always



update your address details at **Windsor Institute of Commerce Pty Ltd** to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) Internet site on www.immi.gov.au.

Student Orientation

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at **Windsor Institute of Commerce Pty Ltd** and provide an introduction to studying, Sydney's costs of living, transportation, facilities and accommodation. In addition **Windsor Institute of Commerce Pty Ltd** staff will be introduced, a tour of **Windsor Institute of Commerce Pty Ltd** and the local area will take place and an opportunity to ask questions will be given.

Course delivery

It combines teacher led classroom delivery, practical kitchen skills, seminars, tutorials and case studies.

Course assessment

The assessment criteria are identified in each unit of competency for each learning outcome. Assessment methods may include:

- practical application of knowledge and skills;
- oral or written presentations;
- short answer, written knowledge tests;
- project and research tasks or case studies;
- any other strategy that viably demonstrates attainment of learning outcomes

Recognition of prior learning

Students may receive credit for their knowledge and skills through recognition of prior learning (RPL) upon completion of the RPL process. This process is undertaken once an applicant has been offered and has accepted a place in the program. For Overseas Students undertaking a course of study on-shore, RPL is limited to not more than 25% of competencies comprising the full – time course of study for which the learner / student is enrolled.

Credit transfer

Students who have completed units from their course at other accredited institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

Complaints and appeals procedure

What you should know about the Complaints and Appeals Procedure at **Windsor Institute of Commerce Pty Ltd**

- Students who are concerned about the conduct of **Windsor Institute of Commerce Pty Ltd** are encouraged to attempt to resolve their concerns using this complaint procedure.
- All prospective students will be provided with a copy of the Complaint Procedure document before making a contract to enroll and again at course commencement.
- All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All students and staff members will have a clear understanding of the steps involved in the complaint procedure.
- Students will be provided with details of external authorities they may approach about their complaints, if required.
- At any stage in the complaint or appeals process students are entitled to have a person they nominate included in the resolution process.
- All complaints will be managed fairly and equitably and as efficiently as possible.
- **Windsor Institute of Commerce Pty Ltd** will attempt to resolve any complaints fairly and equitably within five (5) working days.



- Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- **Windsor Institute of Commerce Pty Ltd** encourages all the people involved in the complaint to approach the complaint with an open view and to attempt to resolve problems through discussion and conciliation.
- Where a complaint cannot be resolved through discussion and conciliation, **Windsor Institute of Commerce Pty Ltd** acknowledges the need for an appropriate external and independent agent to mediate between the parties.
- Students will be made aware that the Chief Executive Officer of the Vocational Education and Training Board of NSW (VETAB) has the power under legislation to suspend or cancel the registration of a provider or a course. Students may make a complaint to the Chief Executive Officer of the Vocational Education and Training Board of NSW by phoning 02 9244 5335.
- **Windsor Institute of Commerce Pty Ltd** acknowledges that nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to contact a solicitor; or to contact the Law Society of New South Wales, 170 Phillip St Sydney 2000, and telephone 9926 0333 for a referral to a solicitor.

Relevant legislation

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

VET	http://www.vetab.nsw.gov.au/
ESOS	http://www.dest.gov.au/esos/
DIAC	http://www.immi.gov.au/study/index.htm
Privacy	http://www.privacy.gov.au/

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 Principal Executive Officer if you require further information.

Access and equity policy

The **Windsor Institute of Commerce Pty Ltd** 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.

Recognition of Prior Learning (RPL)

Registered Training Organisations must recognise the qualifications and statements of attainment issued by any other Registered Training Organisation. This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations and TAFE Colleges based on what you achieve with **Windsor Institute of Commerce Pty Ltd**.

Pathways

Once students have completed the Certificate III in Hospitality (Commercial Cookery) they should be able to work in a kitchen operation as a cook and as they gain experience and further qualifications they will be able to rise to the position of Executive Chef or Food and Beverage Manager.

On completion of the Advanced Diploma of Hospitality Management the students will be able to understand and work their way up to a management position and then to General Manager.

Student code of behaviour

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

- The right to be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial or sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse



- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courtesy at all times

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the Registered Training Organisation staff will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file. (Step 1)
- Where the issue or behaviour continues, students will be invited for a personal interview with the Principal Executive Officer to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file. (Step 2)
- Should the issue or behaviour continue, the student would be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included in the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated.
- At any stage of this procedure students are able to access the Grievance Procedure to settle any disputes that may arise.

Lifestyle in Sydney and Cost of living in Australia

Sydney is the largest city in Australia with a population of approximately four million people. Sydney is the capital city of New South Wales, a city with a multicultural society from different ethnic backgrounds. As **Windsor Institute of Commerce Pty Ltd** is located in the heart of city, it's just a short walk from the train station or bus stop.

While Australians have a reputation for being a little wild at times, our love of fine dining, the arts and music go hand in hand with our love of sport, the beach and BBQs. Wherever you go in Australia, you will find a passion for getting the most out of life.

An overseas student living and studying in Sydney on a budget could spend around A\$ 230 per week (**A\$ 12 000 per year**) on living expenses, but it can be more. Those students that expect daily partying have to be ready to spend more than A\$ 320 per week. Please use this as a general guide, the actual cost of living varying according to location (especially in relation to accommodation and transport costs) and general lifestyle of the student.