FOR STUDENTS STUDYING WITHOUT A STUDENT VISA

Domestic student handbook.

How study works at Adelaide Culinary Institute: your course, your fees, your rights and your support.

SIT20421 Certificate II in Cookery

SIT30821 Certificate III in Commercial Cookery

SIT40521 Certificate IV in Kitchen Management

SIT50422 Diploma of Hospitality Management

Bush Tukka Pty Ltd T/A Adelaide Culinary Institute · RTO 45797

Version 1.0 · 2 November 2026

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Who to contact

IN AN EMERGENCY

Police, fire, ambulance: 000

Then let us know.

Contacts at ACI

Student Support Officer: Sandeep Kaur. Your main contact for support of any kind	**0401 242 376**
ACI office: Monday to Friday, 9 am to 5 pm	**0401 741 018**
Email	**info@culinaryadelaide.sa.edu.au**
Website	**culinaryadelaide.sa.edu.au**

Where we are

Classrooms and office: Level 10 West, 50 Grenfell Street, Adelaide SA 5000
Training kitchen: 78 Currie Street, Adelaide SA 5000

Our registration

Bush Tukka Pty Ltd T/A Adelaide Culinary Institute. ABN 88 627 373 586. RTO 45797.

ACKNOWLEDGEMENT OF COUNTRY

Adelaide Culinary Institute is on Kaurna land. We acknowledge the Kaurna people as the traditional custodians of the greater Adelaide region, and we respect their spiritual relationship with Country. Their cultural and heritage beliefs remain as important to the living Kaurna people today.

FIND YOUR WAY

Contents

Welcome to ACI 5
- About this handbook 5
- Who we are 5
- Our goal 5
- Our values 5
- Who studies with us 5
- Why study at ACI 6
- What we expect of you 6

Our courses and fees 7
- Our qualifications 7
- How you study 7
- Service periods and work placement 7
- Trade recognition 7
- School students 8
- Short courses 8
- Course fees 8

Where you study 9
- Training locations 9
- What to wear and bring 9
- Getting here 9
- Your trainers 10
- Your logins 10
- Forms 10

Vocational training in Australia 11
- What is vocational education and training? 11
- Competency-based training 11
- Training packages 11
- Qualifications and statements of attainment 11
- Unique Student Identifier (USI) 11
- Your training data 11

Applying and enrolling 12
- Entry requirements 12
- Your skills check and interview 12
- What you need to enrol 12
- How to apply 12
- What we give you before you enrol 12
- Orientation 13

Fees, payments and refunds 14
- Paying your fees 14
- Refund amounts 14
- How to ask for a refund 14
- Other refund terms 14
- If ACI cannot deliver your course 15
- Australian Consumer Law 15

Your progress and assessment 16
- Staying on track 16
- How you are assessed 16
- Your own work 16
- Results and re-assessment 16
- Recognition of prior learning (RPL) 16
- Credit transfer 17
- Your certificate 17

Changing your enrolment 18
- Someone else taking your place 18
- Changing to another course 18
- Deferring your start 18
- Taking a break after you start 18
- Holidays, sick days and leave 18
- Withdrawing from your course 18
- When ACI may suspend or cancel your enrolment 18
- Changing your class 18
- Keeping your details up to date 18
- Changes we make 19

Complaints and appeals 20
- What is a complaint? What is an appeal? 20
- Our commitments 20
- How to make a complaint or appeal 20
- What happens next 20
- Independent review 21
- If you are still not satisfied 21

Conduct, inclusion and privacy 22
- Student Code of Conduct 22
- In class and on campus 22
- Unacceptable behaviour 22
- If you breach the Code 22

Discrimination, harassment and bullying 23
Inclusion and First Nations students 23
Students with disability 23
Your privacy 23
Your records 23

Health, safety and emergencies 24
Safety at ACI 24
In the training kitchen 24
In service periods 24
Fire and evacuation 24
First aid and injuries 25
Critical incidents 25
If you are under 18 25

Getting help 26
Who to talk to 26
Support we offer 26
Free services you can contact 26
Finding work 27
Your feedback 27

Laws that apply to your study 28
Education and training 28
Safety, work and fair treatment 28
Privacy, consumers and copyright 28

START HERE

Welcome to ACI

This handbook explains how study works at Adelaide Culinary Institute (ACI) for domestic students. Read it before you enrol and keep it while you study.

About this handbook

It is for domestic students: Australian citizens, permanent residents, New Zealand citizens and holders of other visas that are not a student visa, and school students. If you hold or need an Australian student visa, read our International Student Handbook instead.

The handbook covers the services we provide, your rights and responsibilities, and how we keep training safe, fair and supported. For the units in each course, read the Course Guide. For the full rules, read our Student Policies. If this handbook and a policy ever differ, tell us. The version that gives you the greater protection applies.

Who we are

Adelaide Culinary Institute was set up by an experienced team of chef trainers and assessors, to teach cookery the way kitchens actually work. ACI is led by Daman Rana, Chief Executive Officer of Bush Tukka Pty Ltd.

Bush Tukka Pty Ltd T/A Adelaide Culinary Institute is a registered training organisation (RTO 45797) registered with the Australian Skills Quality Authority (ASQA). ACI was first registered on 17 February 2022, and its current registration runs to 16 February 2031. This means our qualifications are nationally recognised.

ACI is responsible for the quality of the training and assessment in your course, and for issuing your qualification.

Our goal

Our goal is to deliver high-quality, nationally recognised qualifications in cookery and hospitality, and give every learner the skills and knowledge to work effectively in the industry.

Our values

People
We attract and keep talented, committed staff, and support them with professional development.

Safe and fair
A safe, equitable place to learn that builds confidence.

Integrity
Integrity and ethics are our highest priorities.

Quality
Consistent, high-quality training backed by quality systems.

Learner-centred
Training built around the learner, and around learning for life.

Industry first
What industry needs shapes how we train and assess.

Who studies with us

- **School leavers** starting a career as a cook, with real kitchen hours from the first term.
- **Career changers** and people returning to work who want a nationally recognised qualification.
- **Working cooks** who want their skills recognised, or to step up to a supervisory or management role.
- **School students** who start the SIT20421 Certificate II in Cookery while they finish school.

Why study at ACI

Our courses combine theory with practice, because really knowing and understanding something only comes with the experience of doing it.

- **Taught by chefs.** Learn from trainers with industry experience, in a purpose-built training kitchen set up the way an industry kitchen works.
- **In the Adelaide CBD.** Classrooms on Grenfell Street and a training kitchen on Currie Street, a short walk apart and close to public transport.
- **Real services.** Real lunch and dinner services in working kitchens, organised and supervised by ACI, are built into the cookery courses.
- **A plan that fits you.** Recognition of prior learning, credit transfer, a pathway from the Certificate II to the Diploma, and monthly payment plans.

What we expect of you

- Take part in learning in a positive way and respect everyone, whatever their background or beliefs.
- Follow our rules, your trainer's instructions and all safety and food safety instructions.
- Be honest. Do your own work and never give false information.
- Take responsibility for your learning: attend, come prepared and keep track of your assessment due dates.
- Look after our facilities and equipment. Our learning materials are protected by copyright: use them for your own study and do not share them with people outside your course.
- Respect the privacy of other students and staff.

YOUR COURSE

Our courses and fees

All four qualifications are open to domestic students, with theory in the classroom and practice in a working kitchen, all in the Adelaide CBD.

Our qualifications

CODE	COURSE	DURATION	UNITS
SIT20421	Certificate II in Cookery	24 weeks, including work placement and term breaks	13 units: 7 core and 6 elective, over two terms
SIT30821	Certificate III in Commercial Cookery	52 weeks, including 4 weeks of term breaks	25 units over two semesters
SIT40521	Certificate IV in Kitchen Management	30 weeks, after SIT30821 Certificate III in Commercial Cookery at ACI	10 units over three terms
SIT50422	Diploma of Hospitality Management	30 weeks, after SIT40521 Certificate IV in Kitchen Management at ACI	5 units over three terms, after credit from Certificate IV

The SIT40521 and SIT50422 durations assume credit for the units you completed in the previous ACI qualification. If you studied elsewhere, we assess your earlier study before we make you an offer, and your course length may be different. When you enrol, we confirm your enrolment and your start date.

How you study

You study face to face in Adelaide: 3 days a week: 2 days 9 am to 5 pm and 1 day 9 am to 3:30 pm, plus self-paced study. Your course combines trainer-led classes in our classrooms and training kitchen with structured self-paced study. Before you enrol, we give you information about the course, including its duration, delivery mode, location, timetable, entry requirements and assessment.

Each course page in the Course Guide lists the units, how you are assessed and what the course asks of you. Read them before you choose.

Service periods and work placement

COURSE	WORK PLACEMENT
SIT20421	12 service periods (real lunch or dinner services in a working kitchen), organised and supervised by ACI
SIT30821	At least 48 service periods (real lunch or dinner services in a working kitchen) in an approved venue, organised and supervised by ACI
SIT40521	12 service periods (real lunch or dinner services in a working kitchen) in a venue approved by ACI
SIT50422	No work placement is required for this qualification

A service period is one real lunch or dinner service in a working commercial kitchen, organised and supervised by ACI. What you do in these services counts towards your assessment, so you must complete them to finish the course. We give you your schedule before placement starts; services can include evenings and weekends.

Trade recognition

You receive a nationally recognised qualification. training.gov.au says the SIT30821 Certificate III in Commercial Cookery contributes to recognition as a trade cook, and that the SIT20421 Certificate II in Cookery does not meet the requirements for trade recognition as a cook but can be a pathway towards it.

In South Australia, trade certificates are issued to apprentices and trainees under a training contract, not to students who complete the course at a college. Experienced cooks can also apply to the South Australian Skills Commission's Occupational Recognition Service.

School students

You can start the SIT20421 Certificate II in Cookery while you are still at school. Talk to your school's VET coordinator first: they arrange VET courses as part of your school program. Days, times and fees are arranged between ACI and your school, and the fees in this handbook do not apply to school students. The course is recognised for up to 55 SACE credits at Stage 1; your school can tell you how it counts for you. You train in our training kitchen on Currie Street, with the same course as adult students, including the service periods.

Short courses

The SITSS00069 Food Safety Supervision Skill Set is short, practical training for the person who supervises food handling in a café, restaurant or other food business. It covers SITXFSA005 Use hygienic practices for food safety and SITXFSA006 Participate in safe food handling practices, and you receive a nationally recognised Statement of Attainment. Apply with the online domestic application. We tell you what to bring and confirm your booking; for a nationally recognised course you also need a USI. Ask us for dates.

We also run a Young Chefs Club, where young people who love food learn real kitchen skills from our chefs. Ask us about the next intake.

Course fees

FEE	SIT20421	SIT30821	SIT40521	SIT50422
Application fee (non-refundable)	AUD 300	AUD 300	AUD 300	AUD 300
Tuition fee	AUD 6,000	AUD 12,000	AUD 5,400	AUD 5,400
Administration fee	AUD 500	AUD 500	AUD 500	AUD 500
Learning resources	AUD 450	AUD 800	AUD 400	AUD 400
Training consumables	AUD 450	AUD 900	AUD 400	AUD 400
Uniform	AUD 500	–	–	–
Uniform and toolkit	–	AUD 500	AUD 500	–
Total	**AUD 8,200**	**AUD 15,000**	**AUD 7,500**	**AUD 7,000**

All amounts in Australian dollars. Every total includes the non-refundable application fee. School students: these fees do not apply to you. Your offer letter and enrolment agreement confirm the fees that apply to you before you sign. See *Fees, payments and refunds* in this handbook.

YOUR CAMPUS

Where you study

Classes on Grenfell. Kitchen on Currie. Both sites are in the heart of the Adelaide CBD, a short walk from each other and close to trams and buses.

Training locations

Classrooms and office: Level 10 West, 50 Grenfell Street, Adelaide SA 5000. Where theory, food safety and written work happen. It is also where you find our office, for enrolments, questions and student support.

Training kitchen: 78 Currie Street, Adelaide SA 5000. Our purpose-built training kitchen, where every practical class happens: commercial ranges, benches and equipment, set up the way an industry kitchen works. Practical assessments are done under the supervision of qualified trainers and assessors.

Both are registered delivery locations for ACI.

Our office is open Monday to Friday, 9 am to 5 pm. At orientation we show you our facilities and resources. Ask us if you would like to see the training kitchen before you enrol.

What to wear and bring

Come to class in neat, casual clothes suitable for practical activities. Bring basic stationery and a notebook. Access to a computer with an internet connection is recommended for study and for some assessment tasks. You may bring a laptop or tablet, but there is no charging for devices in the classroom, and charging or power extension leads must not be used there.

The clothing you need for the kitchen and for service periods is explained at your Day 1 induction. As a minimum you need plain black pants (knee-length shorts are acceptable; track pants and leggings are not) and suitable closed-toe shoes. Your uniform, and for SIT30821 and SIT40521 your toolkit, are listed in your course fees. Ingredients for practical classes are provided on the day, and you prepare dishes to the recipes your trainer gives you.

Getting here

Adelaide Metro runs the buses, trams and trains. Check routes, times, fares and concession rules at adelaidemetro.com.au, and pay by tapping a bank card or phone, or with a metroCARD. If you drive, expect paid parking in the city and read the signs where you park. Banks, shops, cafés and grocers are near Grenfell Street, and Rundle Mall is a short walk away.

Your trainers

ACI was set up by an experienced team of chef trainers and assessors. Your trainers supervise your practical training and assessments. If you need help outside class, you can book a time with a trainer through info@culinaryadelaide.sa.edu.au or at reception.

Your logins

Your units, learning and assessments are in the eSkilled LMS. Your enrolment, details and results are in the Wisenet Learner App. Both links are on the Current students page at culinaryadelaide.sa.edu.au. Check your email and the student portal at least weekly.

Forms

Every ACI form is online at culinaryadelaide.sa.edu.au/forms. Fill it in on any device, upload your documents and send it. We email you a reference number. Use the student request form to defer or withdraw, ask for a letter or your records, change your details, or ask for something else. If you need help with a form, ask at reception or email us.

HOW TRAINING WORKS

Vocational training in Australia

What is vocational education and training?

Vocational education and training (VET) teaches the skills and knowledge used at work. It is based on nationally endorsed training packages. To receive a qualification, you must show the skills and knowledge in the training package and be assessed as competent in each unit of your course.

Competency-based training

Our courses are competency based. You are assessed against the requirements of each unit of competency. Your assessor looks at all the evidence you provide and decides whether you are competent or not yet competent.

Training packages

Training packages set the national standard for each industry. They set out the skills to be achieved and the rules for each qualification, including core and elective units. Our courses come from the SIT Tourism, Travel and Hospitality Training Package.

Qualifications and statements of attainment

When you complete every unit, ACI issues your nationally recognised qualification and a transcript of the units you achieved. If you complete only some units, you receive a Statement of Attainment for those units. Other RTOs in Australia must accept qualifications and statements of attainment issued by an RTO, so your completed units can count as credit elsewhere.

Unique Student Identifier (USI)

Everyone who studies nationally recognised training in Australia needs a USI. It links to an online record of your training, and it is free. Create or find yours at usi.gov.au and have it ready when you apply. We verify your USI when you enrol, and we cannot issue your qualification without a verified USI unless an exemption applies.

Your training data

We report information about your training to the National Centre for Vocational Education Research (NCVER), under the National VET Data Policy. You may also be asked to complete a national student survey. See *Your privacy* in this handbook.

BEFORE YOU START

Applying and enrolling

Entry requirements

Ask us to confirm the age, academic and English requirements for your course before you apply. Email info@culinaryadelaide.sa.edu.au or call 0401 741 018. Before you enrol we also check your language, literacy, numeracy and digital skills, so we can confirm the course suits you and plan any support you need.

Your skills check and interview

Every student completes a short language, literacy, numeracy and digital skills check before enrolling. For courses longer than a few days, we also hold an enrolment interview with you. We use the check and the interview to advise you whether the course suits you and what support you may need.

What you need to enrol

- Your application: the online domestic application at culinaryadelaide.sa.edu.au/apply-domestic. It takes about 15 minutes, and you get a reference number by email.
- Your Unique Student Identifier (USI), free at usi.gov.au.
- Photo identification, such as a driver's licence or passport.
- Copies of any previous qualifications or transcripts, if you want credit for them.
- School students: talk to your school's VET coordinator first.

How to apply

1. **Choose and apply**
   Choose your course and fill in the online domestic application.
2. **Send your documents**
   Upload them with the application: your photo identification, your USI and copies of any previous qualifications.
3. **Check your skills**
   Complete a short check of your language, literacy, numeracy and digital skills, so we can confirm the course suits you and plan any support.
4. **Your offer**
   We check your application and send you an offer letter and an enrolment agreement.
5. **Accept**
   Sign the agreement, send it back and pay the fees shown in your offer letter.
6. **Start**
   We confirm your enrolment and your start date.

What we give you before you enrol

Before you enrol or pay any fees, we give you:

- information about the course, including the code and title, duration, delivery mode, location, timetable, entry requirements, assessment, and any work placement or licensing requirements
- this Student Handbook, which explains the support services available and your rights and obligations

- the Schedule of Fees and Charges, including payment terms and the refund policy
- details of any other organisation that will deliver part of your training.

Read your enrolment agreement before you sign it. Keep a copy, and keep your receipts.

Orientation

At orientation we show you our facilities and resources, explain emergency procedures and how to report a hazard or incident, and tell you who to contact for support. What to wear in the kitchen is explained at your Day 1 induction.

MONEY

Fees, payments and refunds

The fee table for each course is in *Our courses and fees*. This section is a summary of our Fees and Refunds Policy.

Paying your fees

> **NO MORE THAN AUD 1,500 IN ADVANCE**
>
> We will not ask you to pay more than AUD 1,500 in advance for services we have not yet delivered.

All fees are listed in our Schedule of Fees and Charges, which we give you before you enrol. It sets out the total cost, what each fee is for, when each payment is due, and any fees for replacement certificates or extra re-assessment.

Monthly payment plans are available. Call 0401 741 018 or email info@culinaryadelaide.sa.edu.au to set one up, and we will put the terms in writing. If you are having trouble paying, talk to us early. We can help you set up a payment plan.

Course fees for nationally recognised training are GST-free. ACI does not receive government subsidy funding for its courses. All courses are fee-for-service. School students' fees are arranged between ACI and the school.

Refund amounts

WHAT HAPPENS	REFUND
You cancel 28 calendar days or more before your course starts	80% of fees paid
You cancel 27 calendar days or less before your course starts	50% of fees paid
You cancel after your course has started	No refund of fees paid
ACI cancels a course, for example because not enough people enrol	Full refund of fees paid
ACI cannot deliver all or part of your course	Refund of fees for the training not delivered, or a place in another course if you agree to it

The amount we keep when you cancel covers staff and resources we have already committed to your place.

How to ask for a refund

Ask in writing with the Refund Request Form, which is available from reception or on our website. The form must be signed by you. Refunds are paid to the bank account you nominate on the form, and only to you, unless you tell us in writing to pay someone else. We pay the refunds we agree to within 14 days of your written request.

Other refund terms

- Enrolment or application fees are not refundable, except where ACI cancels the course, fails to deliver it, or the law requires a refund.
- Textbooks and workbooks you have been issued are not refunded.
- No refund is given for classes you miss.

- A refund cannot be transferred to another person.
- If your enrolment is cancelled for misconduct after a formal warning, no refund is given. You may appeal the cancellation.
- If serious personal circumstances caused you to withdraw, the CEO may offer you a credit towards another course or a refund. Tell us about your circumstances when you ask.
- If we refuse a refund request, we give you our reasons in writing and you may appeal.

If ACI cannot deliver your course

If ACI cancels or stops delivering your course, you will be refunded the fees for services not yet provided, based on the units you have not been able to complete. You will also receive a Statement of Attainment for any units you have completed.

Australian Consumer Law

As a student you are protected by the Australian Consumer Law. Nothing in your enrolment agreement, or in our complaints and appeals process, removes those rights. The law gives a cooling-off period for some unsolicited sales, such as door-to-door or telephone sales. For our refund terms in every other case, read this section and your enrolment agreement. If you are unhappy with a refund decision, you can make a complaint or appeal, or contact Consumer and Business Services SA at cbs.sa.gov.au or on 131 882.

PROGRESS AND RESULTS

Your progress and assessment

We want you to finish your course. Talk to us early if you start to fall behind, and we will work it out with you.

Staying on track

- Attend your scheduled classes and service periods, come prepared, and submit your assessments on time.
- Check your email and the student portal at least weekly.
- If you are falling behind with assessments or practical work, ask your trainer for extra time with them, study skills help and help planning your study.
- If reading, writing, maths or computer skills make study hard, tell us early. We agree a written support plan with you.

How you are assessed

You are assessed against each unit of competency, using these methods:

SIT20421, SIT30821, SIT40521

- Written questions
- Practical tasks and observation in the kitchen
- Observation during service periods
- Portfolio of work
- Written reports and project work
- Role plays and presentations

SIT50422

- Written questions
- Workplace projects and reports
- Practical tasks and observation
- Role plays and presentations
- Portfolio of work

Assessments are fair, flexible, valid and reliable, and the evidence you provide must be sufficient, valid, authentic and current. Before each assessment, your assessor explains what is required and how you will be assessed. If you have a disability or other need, ask us about reasonable adjustments.

Your own work

All work you submit must be your own, and you will be asked to sign a declaration that it is. Copying, plagiarism, or using artificial intelligence (AI) tools in ways the assessment does not allow, are breaches of academic integrity and are dealt with under our Student Code of Conduct. If you use someone else's words or ideas, say where they came from. Do not let others copy your work.

Results and re-assessment

You will receive feedback on every assessment, with clear reasons for the result. If you are assessed as not yet competent, we will give you feedback on what you need to improve, extra training or support, and another opportunity.

You have three opportunities to be assessed at no extra cost: your first attempt and two re-assessments. After that, a re-assessment fee applies, as set out in the Schedule of Fees and Charges. If you disagree with a result, you can appeal within 28 calendar days.

Recognition of prior learning (RPL)

RPL recognises skills and knowledge you already have from work, life or earlier study, so you do not repeat what you can already do. It suits cooks and kitchen staff who already do the work and want a formal qualification, such

as the SIT30821 Certificate III in Commercial Cookery. It is a form of assessment, and it is granted for whole units only.

1. **Tell us**
   Fill in the online credit and RPL application. You can apply at any time, but it is best to apply before your training starts.
2. **Talk it through**
   We talk with you about your experience and which units it may cover.
3. **Gather evidence**
   For example, references from employers, menus you have cooked and photos of your dishes.
4. **Show us**
   An assessor checks your evidence and watches you cook, then tells you in writing which units you have achieved.
5. **Finish the gaps**
   Complete any remaining units with us to finish the qualification.

If you are enrolled in the course, there is no extra charge for RPL. How long it takes depends on how much evidence you have. You can appeal the outcome. Experienced cooks can also apply to the South Australian Skills Commission's Occupational Recognition Service.

Credit transfer

If you have already completed a unit that is the same as, or equivalent to, a unit in your course, you will be given credit for it. Credit transfer is free. Apply with the online credit and RPL application. It is best to apply before your course starts, but we also consider applications made after it starts. Give us access to your USI transcript, or certified copies of your certificates or statements of attainment. We check that they are genuine, and decide equivalence using the national register at training.gov.au.

Your certificate

When you complete every unit, ACI issues your qualification. We need your verified USI first, so check that you have given it to us.

CHANGES

Changing your enrolment

Talk to us first. Most changes are made with the student request form.

Someone else taking your place

You may ask for another person to take your place in a course up to 5 working days before it starts. Substitutions are not possible after a course starts.

Changing to another course

You may ask to transfer to another ACI course at any time, subject to availability.

Deferring your start

You may ask to defer the start of a course if you tell us in writing more than 5 working days before it starts. Deferrals are for up to 6 months.

Taking a break after you start

If something outside your control means you need time away from your course after it has started, such as serious illness or a family emergency, talk to us first. Then send a student request and attach your evidence, such as a medical certificate.

Holidays, sick days and leave

Your course includes scheduled breaks, shown in your timetable. Time away from class or a service period outside those breaks needs a good reason. If you are sick, tell your trainer or the office as soon as you can. See a doctor, ask for a medical certificate and keep a copy.

Withdrawing from your course

You can withdraw with the student request form. Refunds are worked out under our Fees and Refunds Policy (see *Fees, payments and refunds*).

When ACI may suspend or cancel your enrolment

We may suspend or cancel your enrolment for serious or continued misconduct under the Student Code of Conduct (see *Conduct, inclusion and privacy*). Before any suspension or cancellation, you will be told in writing what is alleged and given a chance to respond. You have the right to appeal. If your enrolment is cancelled, you will receive a Statement of Attainment for any units you have completed.

Changing your class

Classes are allocated when your course starts. If you need to change, send a student request with your reasons and any evidence. We cannot promise a change, and your progress in the course comes first.

Keeping your details up to date

Keep your address, mobile number, email and emergency contact up to date. We send important notices to the details you give us.

Changes we make

If we need to change your course, its delivery, its fees, any third-party arrangement, or the ownership of ACI, we will tell you in writing at least 28 days before the change, unless the law requires it sooner. If a training product you are enrolled in is replaced, we will tell you as soon as practicable how this affects you. You may appeal a change to the services you agreed to when you enrolled.

IF SOMETHING IS WRONG

Complaints and appeals

Everyone has the right to raise a concern and to have it handled fairly, without it affecting their study.

What is a complaint? What is an appeal?

A complaint is when you are unhappy about something we have done or not done, or about a person or service at ACI. Anyone can make a complaint. It can be about ACI, our staff, or anyone delivering a service on our behalf.

An appeal is when you ask us to review a decision we have made about you, such as an assessment result, a decision on RPL or credit transfer, a decision about fees or a refund, a decision to suspend or cancel your enrolment, or a change to the services you agreed to when you enrolled.

Our commitments

- You will not be treated unfairly for making a complaint or appeal.
- Your matter is handled by a person who was not involved in it.
- You can tell us your side and give us any information you think is relevant.
- You can bring a support person to any meeting. A student under 18 can bring a parent, carer or family member.
- Our internal process is free.
- Your information is kept confidential. We only share it outside ACI with your written consent, or where the law requires it.
- Your enrolment continues while a complaint or appeal is being dealt with, unless your health or safety, or the safety of others, is at risk.

How to make a complaint or appeal

Most problems are fixed quickly by talking to your trainer or to our office. You do not have to do this first, and you can make a formal complaint or appeal at any time.

1 **Complain in any way**

You can complain by email, in writing or in person. We recommend the online complaint or appeal form at culinaryadelaide.sa.edu.au/forms. Email info@culinaryadelaide.sa.edu.au, or post or bring it to Level 10 West, 50 Grenfell Street, Adelaide SA 5000. If you need help, phone 0401 741 018. The Student Support Officer can help you write it. There is no time limit for a complaint.

2 **Put an appeal in writing**

Use the online complaint or appeal form. Lodge your appeal within 28 calendar days of being told about the decision.

What happens next

- We acknowledge your complaint or appeal in writing within 24 hours.
- We assess how urgent it is within 2 working days. Matters involving safety, harassment or discrimination are dealt with immediately.
- We start dealing with it within 7 calendar days.
- We update you in writing at least every two weeks.
- If someone else is involved, we tell them about the matter and give them a chance to respond.

- If you appeal an assessment result, we may offer you a re-assessment by a different assessor, with extra training if you want it.
- We aim to give you a written outcome, with the reasons for it, within 30 calendar days. If we need longer, we tell you why in writing.
- If the outcome is in your favour, we put it into effect straight away.
- If the matter involves possible criminal conduct, we may report it to the police, and we will tell you if we do.

Independent review

If you are not satisfied with the outcome, you can ask the Office Manager for a review by a person independent of ACI. We arrange and pay for this review. The independent reviewer gives their recommendation within 14 calendar days, and we accept and carry out that recommendation.

If you are still not satisfied

You can contact these bodies at any time. They may ask us for our records of how we handled your matter, and we will give you a written record you can use.

National Training Complaints Hotline: help with a complaint about training and assessment	**13 38 73**
Australian Skills Quality Authority (ASQA): the national regulator. Anyone can tell ASQA about concerns with a training provider, but it does not settle individual disputes	**asqa.gov.au**
South Australian Skills Commission: independent help for students in South Australia with concerns about their training	**1800 006 488**
Consumer and Business Services SA: consumer matters, such as fees and refunds	**131 882**
Office of the Australian Information Commissioner: privacy	**1300 363 992**

If an external body decides in your favour, we carry out its decision straight away and tell you what we have done. We keep a confidential record of every complaint and appeal for at least five years, and review them so that the same problem does not happen again.

RESPECT

Conduct, inclusion and privacy

Student Code of Conduct

The Code applies on campus, in workplaces and online, including during service periods. You have the right to learn in a safe environment free from bullying, harassment and discrimination, to be treated with courtesy and respect, to privacy and confidentiality, to accurate information about your course and assessments, to fair and timely feedback, and to give feedback or complain without fear of reprisal.

Your responsibilities are to:

- treat everyone with courtesy and respect, including in workplaces, on placements and online
- follow safety instructions and report hazards and incidents
- respect ACI property and other people's property
- attend scheduled classes, come prepared, and submit assessments on time
- do your own work and acknowledge the work of others
- check your email and the student portal at least weekly
- not attend while affected by alcohol or illegal drugs
- keep your contact details up to date.

In class and on campus

- Follow your trainer's instructions and take part in every activity.
- Respect the right of classmates to learn and of trainers to train and assess.
- Keep your phone away during class unless your trainer says otherwise.
- Do not smoke or vape in training areas.

Unacceptable behaviour

- Harassment, bullying or discrimination of any kind, including online.
- Violence, threats, or behaviour that makes others fear for their safety.
- Disrupting classes, assessments or other activities.
- Damaging or stealing property.
- Possessing dangerous items or illegal substances.
- Giving false information or using fraudulent documents.
- Cheating or plagiarism.

If you breach the Code

Minor matters are usually resolved by talking with you. For more serious matters, or if behaviour continues, you will be asked to meet the Student Support Officer and be given a formal written warning. If the behaviour continues after a formal warning, your enrolment may be cancelled. If your behaviour causes harm to a person or damage to property, or is otherwise very serious, you may be suspended straight away, and the matter may be reported to the police.

Before any suspension or cancellation, you will be told in writing what is alleged and given a chance to respond. You have the right to appeal (see *Complaints and appeals*). While an appeal is under way, you may be asked not to attend campus if the safety of others is at risk. If your enrolment is cancelled, you will receive a Statement of Attainment for any units you have completed.

Discrimination, harassment and bullying

We do not tolerate discrimination, harassment, sexual harassment, bullying or victimisation. If you experience or witness it, tell the CEO, the Student Support Officer or any staff member you trust, or make a complaint. Every report is taken seriously and handled confidentially.

Inclusion and First Nations students

We value diversity. That includes people of every age, gender, culture, language, religion, ability and sexual orientation. Our materials and teaching are designed to be inclusive and culturally appropriate. We encourage First Nations people to enrol with us, and we work to provide a culturally safe learning environment.

Students with disability

We welcome students with disability and support you to take part in training and assessment on the same basis as other students. You can tell us about a disability on your enrolment form, at the enrolment interview, or at any time. You do not have to, but telling us early helps us plan your support. Together we agree reasonable adjustments, such as extra time, materials in other formats, assistive technology, or changes to the learning environment. They are written into a support plan that you receive a copy of, and reviewed as you progress. An adjustment may not be possible if it would cause unjustifiable hardship, create a safety risk, or change what the unit requires you to show. If we cannot make an adjustment, we explain why in writing. Information about your disability is kept confidential and shared only with staff who need it to support you. If you are unhappy with how we responded, use our complaints process. You can also contact the Australian Human Rights Commission.

Your privacy

We collect the personal information we need to enrol you, train and assess you, support you and meet our legal obligations. We share it only where you have agreed, where you would reasonably expect it, or where the law requires it. That includes:

- NCVER, under the National VET Data Policy, and the national student survey; the USI Registrar; and ASQA
- your employer, where your training is arranged with them and you have agreed.

Your enrolment form includes the national VET privacy notice, which explains how government bodies use your information. We never sell personal information.

A computer program scores your skills check, but a staff member reviews the result and makes every decision. If you think your result, or a decision based on it, is wrong, contact our Administration Officer at info@culinaryadelaide.sa.edu.au. We respond within 10 business days.

Your records

We keep records of qualifications and statements of attainment for 30 years, and completed assessments for at least two years after you finish your course.

You can ask to see, or correct, the information we hold about you. Asking costs nothing. Use the Student Records Request Form, available from any staff member, and we respond within 2 business days. If you ask for copies, we charge AUD 50 to cover locating, retrieving and copying them. We tell you about the fee first, and may reduce or waive it in cases of financial hardship.

If you think we have mishandled your information, contact the CEO at info@culinaryadelaide.sa.edu.au; we respond within 30 days. You can also contact the Office of the Australian Information Commissioner (oaic.gov.au, 1300 363 992).

SAFETY

Health, safety and emergencies

We take all reasonable steps to keep each campus safe, and we need your help to do it.

Safety at ACI

At orientation we explain emergency procedures and how to report a hazard or incident. Report any hazard, injury or near miss to your trainer straight away.

- Know the emergency exits and the evacuation plan where you are training.
- Do nothing that could injure you or someone else.
- Do not drink alcohol at training or assessment.
- Keep work areas clean and tidy, with walkways clear, and put rubbish in the bins.
- Do not sit or climb on desks, tables or benches.

In the training kitchen

For SIT20421, SIT30821, SIT40521, kitchen work asks these things of you:

- Standing for long periods, often for a whole service, and working with heat, steam, sharp knives and heavy stock.
- Preparing and cooking a wide range of foods, including meat, poultry, seafood, eggs, dairy and common allergens such as nuts and gluten.
- Working at the speed of a real service, as part of a team, and following food safety and workplace safety rules.
- If you have a health condition, or religious or dietary reasons you cannot handle certain foods (for example pork, seafood, or alcohol used in cooking), talk to us before you enrol so we can discuss how this affects the course.

To keep yourself and others safe:

- Wear your uniform and closed-toe shoes in the kitchen, and follow your trainer's safety and food safety instructions at all times.
- Handle knives, hot equipment and hot liquids with care, and keep your bench clean and clear as you work.
- Do not lift anything beyond your capacity. Ask for help.
- Report electrical or gas equipment that is not working. Never try to repair it yourself.
- Report any cut, burn, slip or other injury straight away, however small.

In service periods

Service periods are real lunch or dinner services in working kitchens, organised and supervised by ACI. You work under the venue's chefs, and we agree the arrangements, supervision and paperwork with the venue before you start. Follow the venue's safety and food safety instructions and tell us about any problem.

Fire and evacuation

- If there is a fire, dial 000 and alert the people around you.
- If the alarm sounds or you are told to leave, stop what you are doing and go. Do not stop to collect belongings.
- Follow your trainer and the fire wardens, and stay with your class.
- Use the stairs, not the lifts.
- Go to the assembly area and stay there until you are told you can leave.

First aid and injuries

Tell a staff member about every injury or accident, however small, so that it can be recorded. In an emergency phone 000.

Critical incidents

A critical incident is a traumatic event, or the threat of one, that causes extreme stress, fear or injury. Examples include a serious accident, assault, or the death of a student or family member. If one affects you, contact the Student Support Officer or phone 000.

We have a documented process for responding to critical incidents. Staff make people safe and call emergency services, the CEO or most senior staff member leads a response team, and we arrange counselling or other support for the people affected. We keep a record of what we did. Notifiable incidents, such as a death, a serious injury or illness, or a dangerous incident, are reported to SafeWork SA as the law requires.

If you are under 18

You can bring a parent, carer or family member to any meeting about a complaint or appeal. If you need help, talk to the Student Support Officer, or any staff member you trust. School students: your school's VET coordinator arranges your course with us, and we are happy to talk with parents about the course, supervision, uniforms and what you need to bring.

SUPPORT

Getting help

Talk to us early, and we will work it out with you.

Who to talk to

For anything about your study, your enrolment or your wellbeing, start with your trainer or contact us: call 0401 741 018 or email info@culinaryadelaide.sa.edu.au. The Student Support Officer is your main contact for support of any kind: Sandeep Kaur, 0401 242 376, info@culinaryadelaide.sa.edu.au. During business hours (Monday to Friday, 9 am to 5 pm) you can also contact your trainer or reception. In an emergency at any time, phone 000.

Support we offer

We identify your support needs before you start, through your enrolment form, the language, literacy, numeracy and digital skills check and, for longer courses, the enrolment interview. You can ask for support at any time, in person or by email. Support we provide at no extra cost includes:

- help with reading, writing, numeracy and digital skills, through a written support plan
- extra time with your trainer, study skills help and help planning your study
- reasonable adjustments if you have a disability, injury or medical condition that affects your study
- help to set up a payment plan if you are having trouble paying fees
- information about your rights at work, including the Fair Work Ombudsman (fairwork.gov.au or 13 13 94)
- referral to external services for counselling, health, housing, legal or financial help.

External services may charge their own fees. You are free to choose any service provider. Anything you tell us about your wellbeing is kept private, except where someone's safety is at risk.

Free services you can contact

Emergency (police, fire, ambulance)	**000**
Lifeline: crisis support, any time	**13 11 14**
Beyond Blue: anxiety, depression and mental health	**1300 22 4636**
Mental Health Triage (SA)	**13 14 65**
13YARN: crisis support for Aboriginal and Torres Strait Islander people	**13 92 76**
Kids Helpline (ages 5 to 25)	**1800 55 1800**
1800RESPECT: sexual assault, domestic and family violence	**1800 737 732**
Reading Writing Hotline	**1300 655 506**
Fair Work Ombudsman	**13 13 94**
Translating and Interpreting Service (TIS National)	**13 14 50**
Legal Help Line, Legal Services Commission SA (lsc.sa.gov.au)	**1300 366 424**
Health advice and services	**healthdirect.gov.au**
Adelaide Metro	**adelaidemetro.com.au**

Finding work

Service periods give you experience in working kitchens, and we share jobs that employers send us with students and graduates. Jobs and Skills Australia (jobsandskills.gov.au) publishes job outlook and pay information for cooks and chefs. Completing a course does not guarantee you a job.

Your feedback

Tell your trainer or the office if you see something we could do better. We may ask you to complete feedback surveys. Please answer honestly, because your views help us improve training, assessment, facilities and services.

FOR REFERENCE

Laws that apply to your study

ACI must follow Australian and South Australian law. Some of these laws also apply to you. Find Commonwealth laws at legislation.gov.au.

Education and training

LAW	WHAT IT DOES
Standards for RTOs 2025	The standards every registered training organisation must meet.
Student Identifiers Act 2014	The law behind the Unique Student Identifier.

Safety, work and fair treatment

LAW	WHAT IT DOES
Work Health and Safety Act 2012 (SA)	Protects the health and safety of workers and others. Everyone at a workplace must take reasonable care of their own safety and the safety of others.
Fair Work Act 2009	Sets minimum pay and conditions and protects workplace rights.
Disability Discrimination Act 1992 and Disability Standards for Education 2005	Make disability discrimination unlawful and set out how education providers must support students.
Sex Discrimination Act 1984	Makes discrimination on the ground of sex, and sexual harassment, unlawful.
Child Safety (Prohibited Persons) Act 2016 (SA)	Requires working with children checks for people who work with children.

Privacy, consumers and copyright

LAW	WHAT IT DOES
Privacy Act 1988 and the Australian Privacy Principles	Set the rules for collecting, using and protecting personal information.
Australian Consumer Law	Protects you as a consumer, including against unfair contract terms.
Copyright Act 1968	Protects written work, images and other creative material from being copied without permission.

ADELAIDE CULINARY INSTITUTE

Questions? Ask us.

Talk to your trainer, or contact us about your study, your enrolment or your wellbeing.

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EMAIL
info@culinaryadelaide.sa.edu.au

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Level 10 West, 50 Grenfell Street, Adelaide SA 5000

TRAINING KITCHEN
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OFFICE HOURS
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