FOR STUDENTS ON AN AUSTRALIAN STUDENT VISA

International student handbook.

How study works at Adelaide Culinary Institute: your course, your rights, your visa, your support and life in Adelaide.

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 · CRICOS 03978F

Version 1.0 · 2 November 2026

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Who to contact

IN AN EMERGENCY

Police, fire, ambulance: 000

Then let us know. Outside business hours, phone the Student Support Officer on 0401 242 376.

Contacts at ACI

Student Support Officer: Sandeep Kaur. Your main contact for support of any kind, and for urgent and after-hours support	**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. CRICOS 03978F.

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

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START HERE

Welcome to ACI

This handbook explains how study works at Adelaide Culinary Institute (ACI) if you hold, or plan to apply for, an Australian student visa. Read it before you enrol and keep it while you study.

About this handbook

It 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), and a registered CRICOS provider (CRICOS 03978F). ACI was first registered on 17 February 2022, and its current registration runs to 16 February 2031. This means our qualifications are nationally recognised and international students can study with us on a student visa. CRICOS is the Australian Government's register of providers and courses for overseas students.

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.

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 and a pathway from the Certificate II to the Diploma.

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, and do not share our learning materials with people outside your course.
- Respect the privacy of other students and staff.

YOUR COURSE

Our courses and fees

All four qualifications are registered on CRICOS and open to students on a student visa. You study full time, face to face, in the Adelaide CBD, with real services in working kitchens built into your course.

Courses on our CRICOS registration

CODE	COURSE	CRICOS CODE	DURATION	UNITS
SIT20421	Certificate II in Cookery	109929A	24 weeks, including work placement and term breaks	13 units: 7 core and 6 elective, over two terms
SIT30821	Certificate III in Commercial Cookery	109918D	52 weeks, including 4 weeks of term breaks	25 units over two semesters
SIT40521	Certificate IV in Kitchen Management	109618E	30 weeks, after SIT30821 Certificate III in Commercial Cookery at ACI	10 units over three terms
SIT50422	Diploma of Hospitality Management	113200H	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. Your Confirmation of Enrolment shows your own start and finish dates.

How you study

You study full time and 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 start, we give you your course timetable in writing.

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. Studying at ACI gives you the nationally recognised qualification, not a South Australian trade certificate. Experienced cooks can also apply to the South Australian Skills Commission's Occupational Recognition Service.

Short course

ACI also delivers the SITSS00069 Food Safety Supervision Skill Set, short training for the person who supervises food handling in a food business. It covers SITXFSA005 Use hygienic practices for food safety and SITXFSA006 Participate in safe food handling practices, and leads to a nationally recognised Statement of Attainment. It is not registered on CRICOS, so it cannot be the course for a student visa. Ask us for dates.

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. Your offer letter and Written 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 and times 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, suspend or withdraw, ask for a transfer release, ask for a letter or your records, or change your details. 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. Create it after you arrive in Australia, with your passport and visa, at usi.gov.au, and send it to us. You can only create it once you are in Australia. We verify it, 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 orientation

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.

You must also meet the Department of Home Affairs student visa requirements. We assess whether your English language, education and work experience are enough for you to enter the course, and we will not issue a Confirmation of Enrolment (CoE) if you do not meet the entry requirements. For longer courses we also hold an enrolment interview. We use the skills check and the interview to advise you whether the course suits you and what support you may need.

How to apply

1. **Choose your course and apply**
   Fill in the online international application, including a short statement about your study goals. Your visa application asks similar questions for the Genuine Student requirement.
2. **Upload your documents**
   With the application: your academic transcripts, passport, English test result (if required, with the test reference number) and any recommendation letters.
3. **Send it**
   You get a reference number by email. An application without complete information may be delayed. Questions? Email info@culinaryadelaide.sa.edu.au.
4. **Check your skills**
   Complete a short check of your language, literacy, numeracy and digital skills.
5. **Get your offer**
   We assess your application and send an offer letter and enrolment agreement to you or your education agent.
6. **Accept and pay**
   Sign the agreement, send it back to us and pay the fees shown in your offer letter.
7. **Receive your eCoE**
   Once we receive the fees and the signed agreement, we issue your electronic Confirmation of Enrolment (eCoE). You need it for your student visa application.
8. **Create your USI after you arrive**
   Create it with your passport and visa, and send it to us. We need it to issue your qualification.

Your written agreement

Your Written Agreement sets out your course, the services we provide, every fee and when it is due, and the refund terms. You must accept it before we accept any payment. Keep a copy, and keep your receipts. If you are under 18, a parent or legal guardian must also sign it.

Education agents

You do not need an education agent: you can apply to ACI directly. If you use an agent, check first that they are on our list of education agents on the Education agents page at culinaryadelaide.sa.edu.au, before you pay them anything. Only a registered migration agent or a lawyer can give you advice about your visa. If you apply through an agent, we share information about your application and enrolment with that agent. Fees paid to an education agent on our behalf count as fees paid to ACI when a refund is worked out.

Orientation

Before your course starts, we run an orientation. It covers:

- support services and help adjusting to life and study in Australia
- English language and study help
- legal, emergency and health services
- our facilities and resources
- complaints and appeals, including the Overseas Students Ombudsman
- course progress requirements
- your employment rights and how to resolve workplace problems
- emergency procedures, how to report a hazard or incident, and how to stay safe in Australia.

YOUR RIGHTS

Your visa and the ESOS framework

Before you enrol, read this section and the ESOS (Education Services for Overseas Students) Framework: the Australian laws that protect international students.

The ESOS framework

The ESOS framework is made up of the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code). Together they set the standards for providers that teach international students. Read more at education.gov.au/esos-framework.

Your rights

- Current and accurate information about your course, fees, study mode and other details before you enrol, from us and from our agents.
- A written agreement, before you pay, that sets out the services, the fees and the refund terms.
- The education you paid for. If we cannot teach your course, you are protected (see *Tuition protection* below).
- To know how to use our support services, who to contact, how to apply for credit, how to defer or suspend your study, what course progress you must make, and how to use our complaints and appeals process.

Your responsibilities

- Meet your student visa conditions.
- Hold Overseas Student Health Cover (OSHC) for your whole stay.
- Meet the terms of your Written Agreement.
- Tell us within 7 days of any change to your address, mobile number, email or emergency contact.
- Make satisfactory course progress.

Tuition protection

The Australian Government's Tuition Protection Service (TPS) protects international students. If we cannot deliver your course and cannot offer you a suitable alternative or a refund, the TPS will help you find another course or get a refund. See tps.gov.au.

PRISMS

PRISMS (the Provider Registration and International Student Management System) is the Australian Government's system for student visa enrolments. We use it to issue your Confirmation of Enrolment and to report changes to your enrolment to the Department of Education. Those changes include a deferral, suspension or cancellation, and unsatisfactory course progress after your appeal rights have been used.

Getting a student visa

You apply for a Student visa (subclass 500) through the Department of Home Affairs, with your eCoE. Applying is your responsibility, and you cannot apply without an eCoE. The requirements include the Genuine Student requirement, English language, enough money for your stay, OSHC, health and character. What you must show can change and depends on your own situation, so always check immi.homeaffairs.gov.au before you apply.

A NEW STUDENT VISA

From 2 October 2026, most student visa applications must be lodged outside Australia. You can apply in Australia only if you hold an eligible visa and meet an exemption. Check Home Affairs before you apply.

Keeping your visa

Your visa has conditions. Check your own conditions in VEVO, the Home Affairs online visa check. If anything in your enrolment changes, ask Home Affairs what it means for your visa. If you leave Australia and do not return to study, tell us and the Department of Home Affairs.

Working while you study

WHEN	WORK LIMIT
While your course is in session	Up to 48 hours a fortnight
During scheduled course breaks	Unlimited hours
Before your course has started	You cannot start work

Check your own visa conditions in VEVO. Service periods can include evenings and weekends, so plan any work around your schedule. Work is meant to add to your income, not to be how you pay for your study and living costs.

To work you need a Tax File Number. Apply online at ato.gov.au.

Your rights at work

You have the same workplace rights as everyone working in Australia, including minimum pay and a safe workplace. The Fair Work Ombudsman can help for free on 13 13 94 (for an interpreter, call 13 14 50 first), and your visa will not be cancelled because you ask for help. See fairwork.gov.au.

You can complain to the Fair Work Ombudsman about pay, conditions, workplace rights and discrimination at work. It decides how best to deal with each complaint.

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 50% BEFORE YOU START**
>
> We will not take more than 50% of your total tuition fees before you start your course, unless you choose to pay more or the course runs for 25 weeks or less. This is set by the ESOS Act.

Your Written Agreement lists every fee and when it is due. Our Schedule of Fees and Charges 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. We will not accept any payment from you before you have accepted your Written Agreement.

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.

If you do not pay

We may suspend or cancel your enrolment if you do not pay fees as required by your Written Agreement. We will write to you first, and you have 20 working days to appeal (see *Changing your enrolment*). Any late fee is listed in the Schedule of Fees and Charges.

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
Your student visa is refused before your course starts	All tuition fees received, less a AUD 300 administration fee. Send us a copy of the visa refusal letter with your request
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

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.

Student default

If you do not start your course on the agreed date, withdraw, or have your enrolment cancelled because you did not meet the conditions of your Written Agreement, any refund is worked out under the refund terms above and in your Written Agreement.

Provider default

If ACI cannot start your course on the agreed date, or stops delivering it before you finish, and you have not withdrawn, we will within 14 days either offer you a place in a suitable alternative course at no extra cost, which you may accept or refuse in writing, or refund the tuition fees you have paid for the part of the course not delivered. If we cannot do either, the Tuition Protection Service will help you. 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 Written 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 Written 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

Course progress and assessment

To keep your student visa, you must make satisfactory progress in your course. We check your progress all the way through, and contact you early if you need support.

What satisfactory course progress means

- A study period is each term of your course, as shown in your course timetable.
- You make satisfactory course progress in a study period if you are assessed competent in at least 50% of the units scheduled for that study period.
- A unit counts as competent when you have been assessed competent in all of its assessment tasks, including any re-assessment, by the end of the study period. Units granted through recognition of prior learning or credit transfer count as competent.
- Units you have not yet completed are carried into your next study period, together with a support plan. You must still finish every unit within the course duration on your Confirmation of Enrolment.
- If you are assessed competent in fewer than 50% of the units scheduled for a study period, your course progress for that period is unsatisfactory.

Halfway through each study period, your trainer checks your progress. If you have been assessed competent in fewer than half of the units due by that point, you are treated as at risk, so that you have time to recover before the study period ends.

Attendance

ACI does not set a minimum attendance requirement for overseas students and does not report students for attendance. You are still expected to attend all scheduled classes. If you are absent for five consecutive days without approval, we will contact you, because absence is an early sign that you may need support.

If you are at risk

If you are assessed as not yet satisfactory in an assessment task, are absent without approval for five consecutive days, or are found to be at risk at the halfway check, we will:

- contact you within 5 working days
- meet with you and agree a written support plan within 10 working days
- review your progress on a date set in the plan.

The plan sets out what you will do and what support we will provide, such as extra tutoring, an adjusted study load, make-up classes or referral to support services. Some options may have a fee, listed in the Schedule of Fees and Charges. If you do not agree with your plan, you have 20 working days to use the complaints and appeals process.

If you do not meet the requirements

If you have not made satisfactory progress by the end of a study period, we will write to you, telling you that we intend to report you to the Department of Education, our reasons, and that you have 20 working days to appeal. We only report you after:

- the internal and any external appeal has finished and supports our decision, or
- you have not lodged an internal appeal within 20 working days, or
- you have chosen not to use the external process, or

- you have withdrawn from the appeal process in writing.

A report may lead to the cancellation of your visa.

Finishing on time

You must complete your course within the duration on your Confirmation of Enrolment. We only extend that duration for compassionate or compelling circumstances, where you are on a support plan, or after an agreed deferral or suspension. If we extend it, we will advise you to contact the Department of Home Affairs about your visa.

Online study

No more than one-third of the units in your course may be delivered online or by distance learning. In every compulsory study period you must be studying at least one unit face to face, unless it is the last unit of your course.

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

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. 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.

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.

If RPL or credit transfer shortens your course, we give you a written record of the decision to accept. Your Confirmation of Enrolment will show the shorter duration.

Your certificate

When you complete every unit, ACI issues your qualification. We need your verified USI first. If you leave before finishing, your certificate or Statement of Attainment for completed units is issued only after all agreed fees are paid, within 30 calendar days of payment.

CHANGES

Changing your enrolment

Any change to your enrolment can affect your visa. Talk to us first, and ask the Department of Home Affairs what a change means for you.

Deferring or suspending your study

Deferral means delaying the start of your course. Suspension means a temporary break after it has started. You can ask for either only for compassionate or compelling circumstances. These are circumstances beyond your control that affect your course progress or wellbeing. Examples include:

- serious illness or injury, supported by a medical certificate
- the death of a close family member
- major political upheaval or a natural disaster in your home country that requires you to travel
- a traumatic experience, such as being involved in or witnessing a serious accident or crime
- being unable to start on time because your student visa has been delayed.

Apply with the student request form and attach your evidence, or give it to the Student Support Officer. Apply for a deferral before your course starts. Apply for a suspension at least 10 working days before you want it to start; in an emergency, we may waive this. A suspension is normally for no more than 6 months. We tell you our decision in writing, with reasons. If we agree, we give you an updated Confirmation of Enrolment and report the change through PRISMS.

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.

When ACI may suspend or cancel your enrolment

We may suspend or cancel your enrolment for misbehaviour, for not paying fees as required by your Written Agreement, or for not meeting other conditions of your Written Agreement. Before we do this, we write to you with our intention and our reasons, and tell you that you have 20 working days to appeal. If you are under 18, we also tell your parent or legal guardian.

The suspension or cancellation does not take effect until the appeal process is finished. The only exception is where your health or wellbeing, or the wellbeing of others, is likely to be at risk.

Withdrawing from your course

You can withdraw with the student request form. Refunds are worked out under our Fees and Refunds Policy. If you owe fees when you withdraw, we still process your withdrawal and report it as the ESOS Act requires. The fees you owe remain a debt to ACI. We deduct them from any refund due to you, and we may recover them through a debt collection agency.

Changing college

THE RULE

Until you have completed 12 months of your main course, another college cannot enrol you unless your current college releases you, or an exception applies (for example, your college or course is no longer registered). This 12-month period applies from 2 October 2026 to 30 June 2027; from 1 July 2027 it returns to 6 months.

Leaving ACI during this period. Apply in writing to the Student Support Officer and attach a valid offer of enrolment from the other registered provider. We give you a written decision within 10 working days. A release costs nothing. If we grant one, we record it in PRISMS and advise you to contact the Department of Home Affairs about whether you need a new visa. If you are under 18, we also need written support from your parent or legal guardian, and confirmation of your welfare arrangements with the new provider.

We will grant a release where the transfer is in your best interests, including where:

- you will be reported for unsatisfactory course progress even after taking part in our support strategy
- there is evidence of compassionate or compelling circumstances
- we have not delivered your course as set out in your Written Agreement
- your reasonable expectations about the course are not being met
- you were misled by us, or by an education or migration agent, about ACI or your course
- an appeal on another matter has decided that you should be released.

We may refuse a release where you have not provided a valid offer from another provider, where the new course is not in your best interests and no compassionate or compelling circumstance applies, or where you are trying to avoid being reported for course progress without taking part in our support strategy. Owing fees is not, by itself, a reason to refuse a release.

If we refuse, we tell you our reasons in writing and that you have 20 working days to appeal. We do not finalise the refusal until the appeal finds in our favour, the 20 working days pass without an appeal, or you withdraw from the appeal process.

Coming to ACI from another college. We will not knowingly enrol you during this period unless your current provider or your course is no longer registered, your current provider has been sanctioned in a way that stops you continuing there, your current provider has released you and recorded this in PRISMS, or a government sponsor has given written support for the change. Send us your current Confirmation of Enrolment, your visa details and, if you need one, your release letter. We will tell you what else we need.

Changing your class

Classes are allocated when your course starts. If you need to change, ask us and give us your reasons and any evidence. We cannot promise a change, and your course progress comes first.

Keeping your details up to date

Tell us within 7 days of any change to your address, mobile number, email or emergency contact. We send important notices to the details you give us, and they can affect your visa, so keep them current.

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. You may appeal a change that affects the terms of your enrolment.

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, an education agent acting for us, 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, fees or a refund, a decision to defer, suspend or cancel your enrolment, a decision to report you for course progress, a refusal of a transfer request, 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. For most decisions, lodge your appeal within 28 calendar days of being told about the decision.

3 **Watch the shorter limit**

If we have told you we intend to defer, suspend or cancel your enrolment, report you for course progress, or refuse a transfer request, you have 20 working days from that notice to lodge your appeal.

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.

Commonwealth Ombudsman (Overseas Students): free and independent, for issues such as fees and refunds, transfers, progress reporting and cancellation of enrolment. Within 10 working days of our internal process finishing, we write to you about this option. See ombudsman.gov.au	**1300 362 072**
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.
- Look after your own valuable items.
- 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 20 working days to appeal. 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. For overseas students, that includes:

- NCVER, the USI Registrar and ASQA
- the Department of Education (through PRISMS), the Department of Home Affairs, the Tuition Protection Service and the Overseas Students Ombudsman
- an education agent, if you apply through one
- your employer, where your training is arranged with them and you have agreed.

We never sell personal information. Computer programs help staff with your language, literacy, numeracy and digital score and with course progress reports, but a staff member reviews every decision. No decision is made solely by a computer program. If you think a 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, completed assessments for at least two years after you finish your course, and records about overseas students for at least two years after you stop being our student.

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 complain to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992.

Copyright

Our learning materials are protected by copyright. Use them for your own study and do not share them with people outside your course.

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 has the potential to harm life or wellbeing and causes extreme stress, fear or injury. Examples include a serious accident, assault, a missing student, a natural disaster, 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 contact families where needed, and keep a record of what we did. Where required, we notify the Department of Education, the Department of Home Affairs and SafeWork SA.

If you are under 18

We meet South Australian and Commonwealth child safety and protection laws for every student under 18. At orientation you are told who to contact in an emergency, and how to get help or report abuse or any other harm. The emergency contact is the Student Support Officer on 0401 242 376, at any time of day.

You must have appropriate accommodation, support and general welfare arrangements for as long as you are under 18 and in Australia. These can be provided by a parent or legal custodian, a relative accepted by the Department of Home Affairs, or arrangements ACI accepts and confirms with a Confirmation of Appropriate Accommodation and Welfare (CAAW).

Where we issue a CAAW, we tell the Department of Home Affairs the dates we accept responsibility for, make sure every adult involved holds a current South Australian working with children check, and check your accommodation before we accept it and at least every 6 months after that. We keep current contact details for you and your parent or guardian. If we can no longer support your arrangements, we tell your parent or guardian immediately and the Department of Home Affairs within 24 hours. If we cannot contact you and are concerned for your welfare, we notify the police and other relevant agencies. Any fee is listed in the Schedule of Fees and Charges and your Written Agreement.

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. You can also phone the Student Support Officer on 0401 242 376 outside business hours.

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. 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
- referral to external services for counselling, health, housing, legal or financial help.

Information, referrals and reasonable study support are provided at no extra cost. External services may charge their own fees. You are free to choose any service provider. Our **International Student Support Services** booklet lists these services by need. Anything you tell us about your wellbeing is kept private, except where someone's safety is at risk.

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.

LIVING HERE

Living in Adelaide

A city made for food people: compact, multicultural and close to markets, vineyards and the coast. What to plan before you leave, and what to do in your first week.

Before you leave

- Your student visa. Apply through Home Affairs with your Confirmation of Enrolment (eCoE).
- Living costs. Show the funds Home Affairs asks for.
- Health cover. OSHC is a condition of your visa. It must start the day you arrive and continue for your whole stay.
- Somewhere to stay for your first weeks.

Living costs

FOR A STUDENT VISA	MINIMUM FUNDS TO SHOW
You (12 months of living costs)	AUD 29,710

You also need to show travel and course fees. This is a minimum; real costs are often higher. From 2 October 2026, most student visa applicants can no longer include family members in their application, and family members cannot be added after the visa is granted. Check the current rules with Home Affairs. See also studyaustralia.gov.au.

Overseas Student Health Cover (OSHC)

OSHC helps pay for doctors and hospital care. You need it for your whole stay, from the day you arrive. Your health insurer can tell you what your policy covers and how to claim. See privatehealth.gov.au. If you have a problem with your OSHC, talk to the Student Support Officer.

Accommodation

Most students start with short-term accommodation, then move into a share house, student accommodation or a homestay once they know the city. Study Adelaide (studyadelaide.com) lists options and student advice.

When you rent, you usually pay a bond and some rent in advance. Read your lease before you sign, and keep your receipts. In a homestay you live with a family. Agree the house rules at the start, and be polite, clean and considerate. Use English as much as you can.

> AVOID SCAMS
>
> Never pay a bond or rent for a room you have not seen, or that is not offered through a known agent or provider.

From the airport

1. **Catch a J1 or J2 bus**
   Adelaide Metro J1 and J2 buses leave from Stop 10, just outside the terminal. They run about every 15 minutes during the day, from about 5 am to 11:30 pm.
2. **Pay as you board**
   Tap your bank card or phone, or use a metroCARD.
3. **Get off at Stop F2 Grenfell St**
   The trip to Grenfell Street takes about 20 to 30 minutes. The stop is a short walk from our classrooms.

See Adelaide Metro for current times and fares. Taxis and rideshare are also available at the terminal.

Your first week

1. **Create your USI**
   Create your Unique Student Identifier with your passport and visa at usi.gov.au, and send it to us.
2. **Give us your Australian address and phone number**
   Keep them up to date and tell us within 7 days of any change.
3. **Get around**
   Get an Adelaide Metro card, or tap your bank card, for buses, trams and trains.
4. **Know where to get help**
   Read *Getting help* and *Working while you study* in this handbook.

Banking

Open a bank account soon after you arrive. Banks will ask for your passport and may ask for proof of enrolment, so ask your bank what to bring. Ask reception if you need a letter confirming your enrolment.

Doctors, dentists and hospitals

If you are sick, make an appointment with a general practitioner (GP). Ask for a medical certificate if you miss class. For a dentist, check first what your OSHC covers. If it is urgent and after hours, you can go directly to a hospital emergency department, but you may wait a long time. If you think you need an ambulance, or an illness or injury is life-threatening, call 000. Find health services at healthdirect.gov.au.

Getting around

Adelaide Metro buses, trams and trains run across the city. Check timetables, fares and concession rules at adelaidemetro.com.au.

Staying safe

- Keep your belongings with you, and tell someone where you are going if you will be out late.
- At night, stay in well-lit places and travel with friends or by taxi or rideshare. Service periods can finish late, so plan how you will get home.
- Alcohol is legal for people aged 18 or over. Illegal drugs are against Australian law and can cause legal, visa and health problems.
- Never drink and drive.

- Report any incident on your way to or from class to us. Ring 000 if you need the police, ambulance or fire brigade.

Things to do

Adelaide is compact and multicultural, with the Adelaide Central Market close to the CBD, and restaurants, cafés, producers and wine regions not far from the city. Study Adelaide has ideas, events and student advice. The State Library of South Australia is a free public library with study spaces.

Useful contacts

Emergency (police, fire, ambulance)	**000**
Police Assistance Line	**131 444**
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**
Lifeline	**13 11 14**
Beyond Blue	**1300 22 4636**
Department of Home Affairs (visas)	**homeaffairs.gov.au**
Adelaide Metro	**adelaidemetro.com.au**
Your consulate or embassy: search for it on the Department of Foreign Affairs and Trade website	**dfat.gov.au**

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
Education Services for Overseas Students Act 2000	Protects international students and sets the rules for providers.
National Code of Practice for Providers of Education and Training to Overseas Students 2018	The standards providers must meet for overseas students.
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.

PHONE
0401 741 018

EMAIL
info@culinaryadelaide.sa.edu.au

CLASSES AND OFFICE
Level 10 West, 50 Grenfell Street, Adelaide SA 5000

TRAINING KITCHEN
78 Currie Street, Adelaide SA 5000

OFFICE HOURS
Monday to Friday, 9 am to 5 pm

WEBSITE
culinaryadelaide.sa.edu.au

Bush Tukka Pty Ltd T/A Adelaide Culinary Institute · ABN 88 627 373 586
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