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## Student Handbook - Domestic

347-351 Victoria Street

Brunswick

Victoria 3056, Australia

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Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au)

Web : [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

Facsimile: +61 3 9380 1811

RTO No.: 22424



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## Australian Careers Education Student Handbook

### Disclaimer

Australian Careers Education Pty. Ltd. ("ACE") strives to ensure the accuracy and reliability of the information contained in this student handbook distributed by ACE or information stored on the web pages of the ACE.

The handbook serves as a guide to all domestic students either funded through the Skills First program or Fee for Service basis to undertake a prescribed and approved course. It is not intended to form part of a legal and binding contract between ACE and the approved student. ACE cannot be held responsible for any unintentionally false representation.

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## ABOUT US

Welcome to Australian Careers Education Pty Ltd. We are a Registered Training Organisation (RTO) committed to helping you achieve your study and career goals. Our aim at ACE is to ensure you benefit from quality training with relevant hands on learning which are responsive to the industry needs so that you enter the workforce with full potential. A special welcome is extended to all our students. I trust that we can assist you to make your studies here more fulfilling.

Learning is a life-long pursuit and we are proud to accompany you on part of that journey. We wish you much career success upon your graduation from ACE.

Regards,

**Garry Ghattas**

Chief Executive Officer  
Australian Careers Education

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## ACE's Education Commitment

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ACE is committed to provide quality training and assessment to all domestic students enrolled with ACE ensuring compliance with the VET Quality Framework, 2023 VET Funding Contract (For Eligible Students under the Skills First Program); Skills First Program - 2023 Guidelines about Eligibility; Skills First Program - 2023 Guidelines about Fees; USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015.

## ACE's Expectation from Students

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We hold our students in high regard. Likewise, we have certain expectations of you, the student, to ensure we maintain compliance with the VET Quality Framework, 2023 VET Funding Contract, USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015

### **Your responsibilities include but not limited to:**

- Meeting the terms of the written agreement with ACE.
- Maintaining satisfactory course progress
- Notifying ACE if you change your address or other contact details within 14 days.
- Participating in a NCVER – National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review when requested
- Providing ACE with a Unique Student Identifier (USI) number if not already provided.

## Changes to Agreed Services

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ACE shall notify students of any changes that may affect their enrolment as soon as practicable. This includes any changes to agreed services, including changes such as any new third party arrangements, a change in ownership, or changes to existing third party arrangements.

For further information, please refer to ACE's *Reporting & Ensuring Compliance with VET Funding Contract Policy and Procedure* available via request to [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au).

## General Information

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### **ACE Contact details:**

#### **Head Office:**

347-351 Victoria Street, Brunswick, Victoria 3056

Telephone: +61 3 9380 1414

Facsimile: +61 3 9380 1811

Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au)

Web : [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

#### **Donald Street Campus (Aurora Building):**

149-151 Donald Street Brunswick East, Victoria 3057

#### **Victoria Street Campus:**

347-351 Victoria Street, Brunswick, Victoria 3056

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## ACE Contact Details

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The addresses of ACE are:

**Head Office:** 347-351 Victoria Street, Brunswick, VIC  
**Campus #1:** Victoria Street Campus  
347-351 Victoria Street, Brunswick, VIC  
**Campus #2:** Donald Street Campus  
149-151 Donald Street, Brunswick East, VIC

The **phone number** of ACE is (03) 9380-1414

The **fax number** of ACE is (03) 9380-1811

ACE Head Office Opening & Closing Times:

9:00am to 5:00pm Monday to Friday

After Hours Emergency/Critical Incident:

24hrs/7days a week

Garry: 0498 146 492



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## Student Support Services Contact Information

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ACE has designated staff to address Student Support Services. The Student Support Officers will endeavour to approach you generally from time to time to identify the areas of support that you may need in all aspects of your Academic progress.

Area of Support	Contact Information	Availability
For urgent matters needing CEO's attention*	Chief Executive Officer P:+ 61 3 9380 1414 E: <a href="mailto:garry@ace.vic.edu.au">garry@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm Victoria St Campus *by appointment only
For support/queries regarding fee payments and instalment plans.	Finance Officer P:+ 61 3 9380 1414 E: <a href="mailto:accounts@ace.vic.edu.au">accounts@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm Victoria St Campus
For general enquiries, information regarding withdrawing or cancelling your enrolment, requesting a Certificate or Statement of Attainment, RPL or credit transfers, LLN, assistance with course work or other support needs.	Support Officer – Victoria St Campus P:+ 61 3 9380 1414 E: <a href="mailto:support@ace.vic.edu.au">support@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm Victoria St Campus
For support/queries regarding: physical and mental health, coping with life as a student or any other welfare needs.	Support Officer – Victoria St Campus P:+ 61 3 9380 1414 E: <a href="mailto:support@ace.vic.edu.au">support@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm Victoria St Campus

Please note the availability of the Student Support Team above.

NB: Your trainers at ACE are available for all academic and attendance support throughout your study duration!



## Transport

Melbourne has an extensive public transport system of buses, trains and trams. As Melbourne is a well-planned city it is easy to travel in by car.

The following links will help you to get around in Melbourne Street directories:

<http://www.whereis.com.au>

<http://www.street-directory.com.au>

The Vic trip website provides information on the public transport system in Melbourne, including costs and timetables: <http://www.victrip.com.au>.



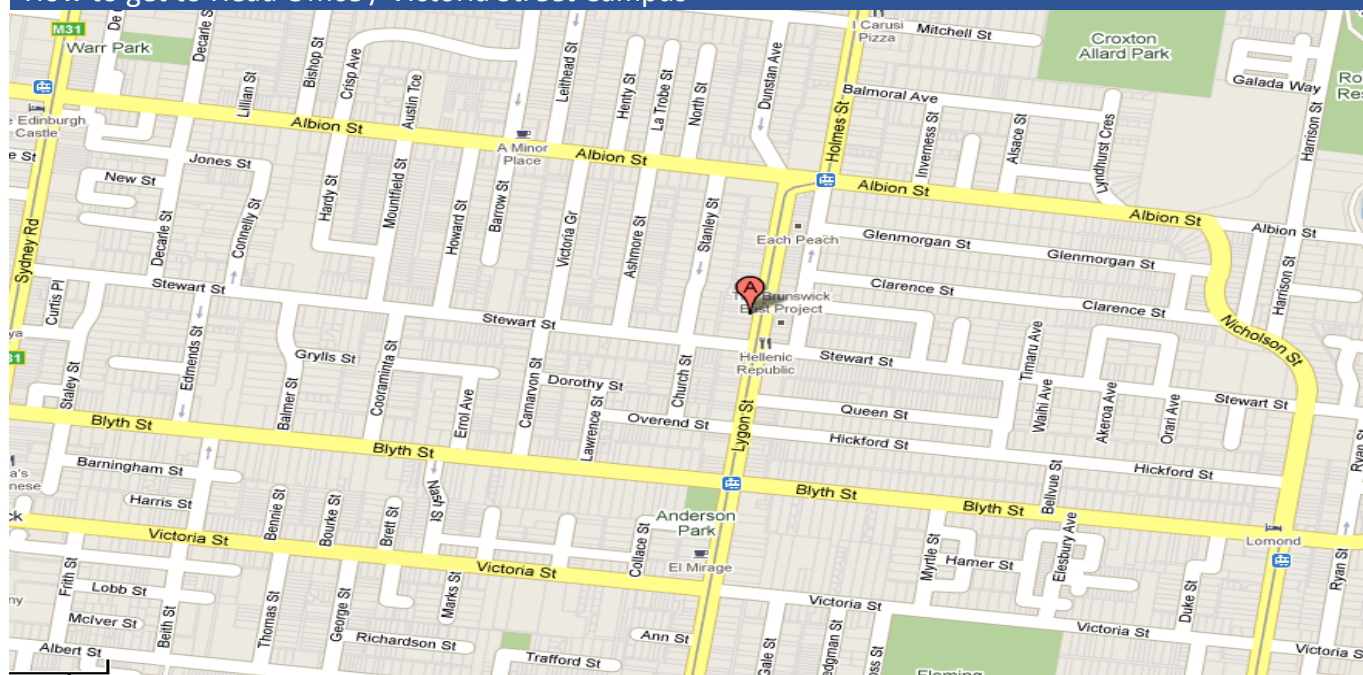
## Campus Locations and Facilities

ACE's Head Office and Campuses are located in Brunswick and Brunswick East. **Brunswick** is a suburb in Melbourne, Victoria, Australia, 5 km north from Melbourne's Central Business District.

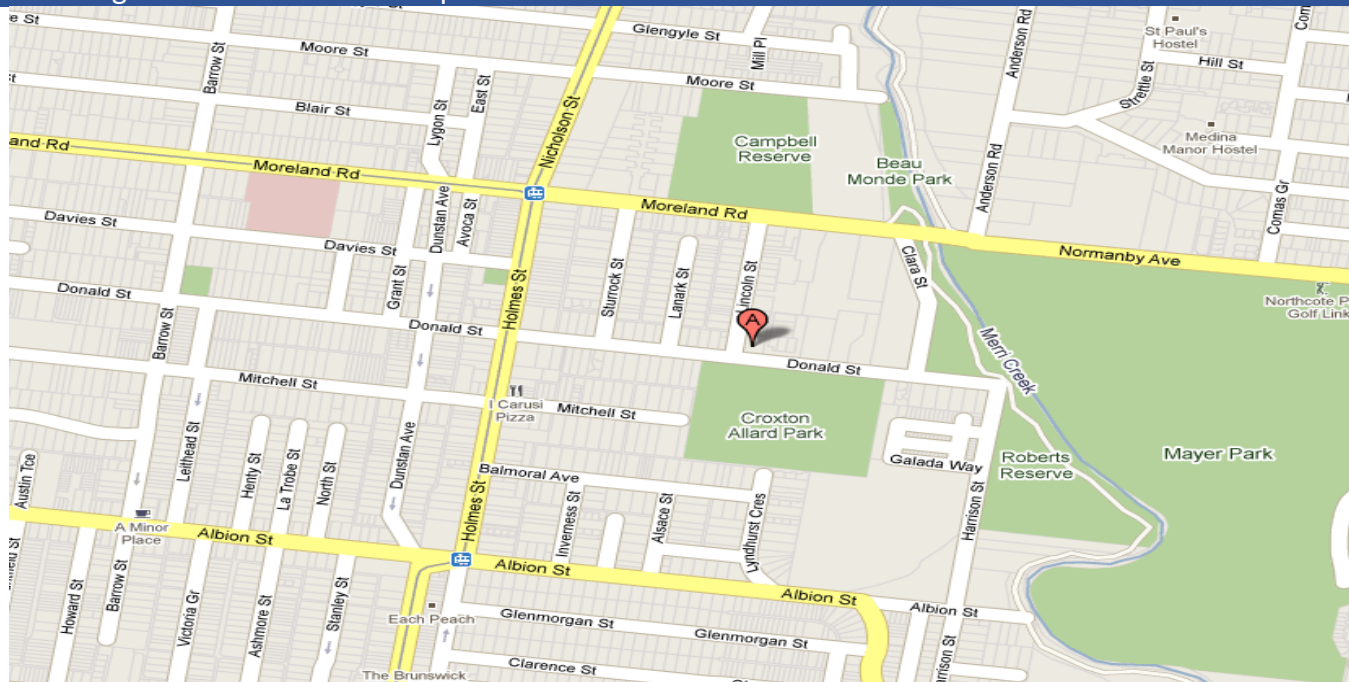
The area is among the best-served by public transport in Melbourne, with the Jewell, Brunswick and Anstey stations on the Upfield suburban train line. In addition, there is the number 19 tram service to Melbourne University and the city on Sydney Road, and the number 1 and 6 trams along Lygon Street, and the number 55 tram also heads through Royal Park and to the city from nearby West Brunswick.

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## How to get to Head Office / Victoria Street Campus

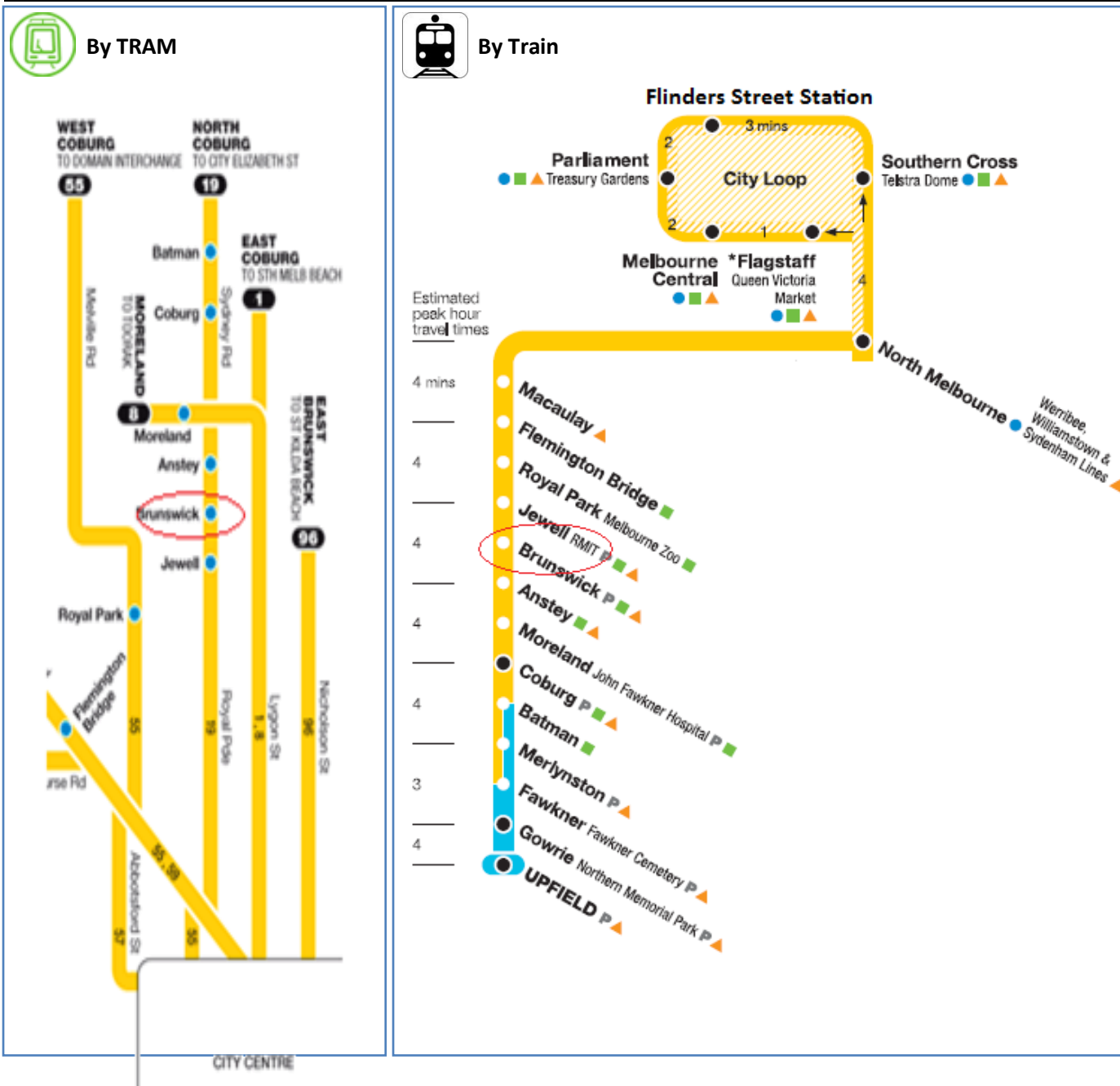


## How to get to Donald Street Campus



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## Modes of transportation to travel to ACE



### Carpooling



Also known as “car-sharing”, “ride-sharing” and “lift-sharing”

It is the sharing of a car journey so that more than one person travels in a car.

*Speak to one of our friendly Student Support Services officers to register your interest.*



### By BICYCLE

#### Information on Bikes - Where to ride

Major on-road bicycle network routes within the City of Melbourne include St Kilda Road, Royal Parade, Flemington Road, Swanston Street and Canning Street.

Major off-road routes include Yarra River Trail, Moonee Ponds Creek Trail, Maribyrnong River Trail, Flemington Road, Dynon Road, Footscray Road and St Kilda Road.

**The Melbourne Travel Smart Map** provides a convenient and comprehensive guide to walking, cycling and public transport routes and facilities in the City of Melbourne. You can also download a copy of the map from the following URL:

[https://www.melbourne.vic.gov.au/ParksandActivities/ActiveMelbourne/WalkingCyclingandSkating/Documents/Travelsmart\\_Melbourne\\_map\\_16MB.PDF](https://www.melbourne.vic.gov.au/ParksandActivities/ActiveMelbourne/WalkingCyclingandSkating/Documents/Travelsmart_Melbourne_map_16MB.PDF)

Please note that this document changes yearly, most updated document and URL are available from the Travel Smart Victoria site at  
(<http://www.transport.vic.gov.au/doi/internet/ict.nsf/headingpagesdisplay/travelsmart>).

### Questions

If you have any questions relating to any of our policies or processes, please direct your query to the ACE Student Support Officer on (03) 9380 1414.

## Orientation

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### Fee for Service Students

For domestic students enrolling in an on-campus program (fee for service), the orientation program is conducted by the Student Support Officer (SSO) at a nominated time prior to your first day of class. This is compulsory for all students. The program includes an introduction to ACE, its services and facilities, course information, as well as meet each other and to familiarize themselves with the ACE and its surroundings.

ACE will ensure that during the orientation program students are provided with information about the following topics:

- Code of conduct
- Student Support Services
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Course Monitoring Policy and Procedures including the Implementation of Intervention Strategy
- Assessment Methods and Plagiarism Policy
- Assessments; Reassessments
- Recognition of prior learning and credit transfer
- Access and Equity, Privacy policy, Complaints and Appeals process
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Emergency contacts
- External legal and welfare services for students
- Transport information
- Social & support groups
- USI

During the orientation program, students are given an Induction kit consisting of the following items:

- Student handbook
- Course Timetable
- ID card

### Apprentices / Non-Apprentices (Skills First Program)

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Orientation may take place on a one-on-one basis or in a group setting, facilitated by the Trainer & Assessor or an ACE Authorised officer. For all Apprentices and Non-Apprentices, the orientation will be conducted at the students' workplace.

The following will take place during the orientation program:

- The student will be greeted by the Trainer & Assessor or ACE Authorised officer to commence the orientation process which includes (but not limited to):
  - The provision of the Student Induction Kit which contains:
    - Relevant Course Flyers
    - Student Handbook
    - Course Overview and structure of training
    - Training Plan requirements
    - Student Support Services information
- The Trainer & Assessor or ACE Authorised officer will take the student through relevant policies and procedures and other important information.
- At the conclusion of the Orientation Program, the Apprentice or Non-Apprentice and Trainer & Assessor or ACE Authorised officer initial and sign the Orientation Checklist to verify that the orientation program has been completed.

## ***Student Code of Conduct***

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Students are required to follow all rules of ACE and the instructions from ACE staff. Students are required to act in a non-discriminatory manner at all times and respect the rights of others. Students are also required to adhere to academic rules and regulations as directed by ACE or its representatives. Where a student is found to have acted in a way that ACE deems to be misconduct, ACE may implement disciplinary action.

For more information, please see ACE's website for the *Student Code of Conduct Policy and Procedure* via <https://ace.vic.edu.au/forms-and-policies/>.

## ***Access and Equity***

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ACE is committed, through the principle of inclusiveness, to increasing and enhancing educational opportunities and participation for all students irrespective of whether they have a disability. ACE's Access and Equity Policy outlines:

- The processes for disclosure of disability – both at the time of enrolment/employment and during the course of study/employment.
- The processes for making reasonable adjustment – be this in terms of teaching techniques or in terms of assessment practices.
- Facilities, administrative and marketing issues as the impact on the participation of students with a disability.

For more information, please see ACE's website for *Access and Equity Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## ***Recognition of Prior Learning and Course Credit***

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In accordance with the Standards for RTO's 2015, ACE accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced

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by: AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or authenticated VET transcripts issued by the Registrar.

For more information, please see ACE's website for *Recognition of Prior Learning and Course Credit Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## ***Monitoring Course Progress***

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Students are required to maintain satisfactory course progress. This progress is monitored by ACE. Support and guidance will be given where progress is not being achieved or where a student is unable to maintain competency in at least 50% of the total number of units assessed throughout a term.

For more information, please see ACE's website for the *Monitoring Course Progress Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## ***Completion within the Expected Duration***

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ACE monitors the workload of students to ensure they complete the course within the suggested duration of the course as per Australian Qualifications Framework volume of learning indicators on how long a learner who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge

For more information, please see ACE's website for *Monitoring Course Progress Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## ***Complaints and Appeals***

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Students have access to ACE's Complaints and Appeals process. This process allows for the fair and equitable consideration and determination of any grievances or complaints against ACE in respect of the student assessment process, academic or attendance records and any other concern the student may have.

Students are encouraged to raise any matters of concern and discuss issues with the relevant Trainer, Course Coordinator or Student Support services but also engage the formal procedure as required. All parties can have a more clear understanding of the end to end procedure, steps involved with timeframes and representation offered as detailed in ACE's *Complaints and Appeals Policy and Procedure*.

For more information, please see ACE's website for the *Complaints and Appeals Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## ***Withdrawal or Cancelling an Enrolment***

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Domestic students may submit a request for a Leave of Absence or temporarily postpone study after commencement of a course only in the following limited circumstances:

I. On the grounds of Compassionate or Compelling circumstances\*; or II. Unavailability of a course/units; Similarly, ACE can seek to cancel or suspend a student's enrolment in limited circumstances.

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For more information, please see ACE's website for *Withdrawal or Cancellation of Enrolment Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## Critical Incidents

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ACE has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

For more information, please see ACE's website for *Critical Incident Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## Fees and Charges

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It is the student's **responsibility** to carefully review the fees and charges, including the terms / conditions and associated processes so as not to incur unnecessary fees.

For more information, please refer to the *Fees and Charges Policy and Procedure*, available online via <https://ace.vic.edu.au/forms-and-policies/>.

## Refunds

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ACE has a Refund Policy which outlines the refund of course money paid by a student to ACE due to the following circumstances: Provider Default and Student Default. For more information, please see ACE's website for *Refund Policy and Procedure*, via <https://ace.vic.edu.au/forms-and-policies/>.

## Facilities and Resources

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All of ACE's training campuses are conveniently equipped with training, learning and break facilities. The campus facilities include:

- Classrooms with projector
- Computer labs (with internet access)
- Library access
- Common room facilities
- Kitchen facilities
- Access to Internet and Printing
- Student support services

## Privacy Statement

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### Disclosure

- All information provided to ACE is given with the consent of the applicant.
- Personal information will not be shared, sold or given to any third parties without consent, unless required or authorised under the exemptions set out in the Privacy Amendment (Private Sector) Act 2000.
- Information gathered may be used by ACE for its own purposes subject to any disclosures herein.

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- As a general principle, individuals will be given access to their personal information and allowed to correct it or explain something with which they disagree, unless disclosing this would have an unreasonable impact on someone else's privacy. This principle is subject to exemptions such as if this disclosure would compromise a fraud investigation.

## Information Use

- The use of all information or data gathered by ACE will be in strict accordance with the purpose for which it was obtained unless prior consent has been received from the relevant party to use the information for other means.
- All use of information will be monitored and restricted only to duly authorized personnel.
- Student information will not be disclosed to a third party without written consent first being obtained from the student, except where required to do so by law.

## Legislation and the Impact on Training

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### RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO ACE'S STATUS AS A COMPANY ESTABLISHED UNDER ASIC

As a company established under ASIC, ACE has an obligation to abide by and implement legislation governing over their organisation. The following list contains legislation relevant to its operations:

- a) Taxation and Corporations
  - i. Corporations Act 1968 (Commonwealth)
  - ii. Corporations Regulations 2001 (Commonwealth)
  - iii. Link to all Taxation legislation: <https://www.ato.gov.au/law/#Law/table-of-contents?category=A>
- b) Human Resources
  - i. Fair Work Act 2009 (Commonwealth)
  - ii. Fair Work Regulations 2009 (Commonwealth)
- c) Consumer Protection
  - i. Australian Consumer Law and Fair Trading Act 2012 (Commonwealth)
  - ii. Australian Consumer and Fair Trading Regulations 2012 (Commonwealth)
  - iii. Competition and Consumer Regulations 2010 (Commonwealth)
- d) Safety
  - i. Occupational Health and Safety Act 2004 (Vic)
  - ii. Occupational Health and Safety Regulations 2007 (Vic)
- e) Workplace Harassment, Victimisation and Bullying
  - i. Human Rights & Equal Opportunity Commissions Act 1986 (Commonwealth)
  - ii. Human Rights Legislation Amendment Act 1999 (Commonwealth)
- f) Anti-Discrimination and Equal Opportunity
  - i. Racial Discrimination Act 1975 (Commonwealth)
  - ii. Sex Discrimination Act 1984 (Commonwealth)
  - iii. Disability Act 2006 (Vic)
  - iv. Disability Discrimination Act 1992 (Commonwealth)
  - v. Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
  - vi. Age Discrimination Act 2004 (Commonwealth)
  - vii. Charter of Human Rights and Responsibilities Act 2006 (Vic)

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- viii. Victoria Equal Opportunity Act 1995 (Vic)
- g) Record Keeping
  - i. Information Privacy Act 2000 (Vic)
  - ii. Electronic Transactions (Victoria) Act 2000
  - iii. Privacy Act 1988 (Commonwealth)
  - iv. Privacy (Private Sector) Regulations 2001 (Commonwealth)
- h) Other Relevant Legislation
  - i. Workers Rehabilitation and Compensation Act 1986 (Vic)
  - ii. Workplace Relations Act 1996 (Commonwealth)
  - iii. Copyright Act 1968 (Commonwealth)
  - iv. Goods Act 1958 (VIC)
  - v. Fit and Proper Person Requirements 2011 (Commonwealth)

#### **RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO ACE'S STATUS AS A REGISTERED TRAINING ORGANISATION**

- a) National Vocational Education and Training Regulator Act 2011 (The VET Quality Framework)
- b) Education Services for Overseas Students (ESOS) Act (2000)
- c) Education Services for Overseas Students (ESOS) Regulations (2001)
- d) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018)
- e) Standards for NVR Registered Training Organisations 2012
- f) Data Provision Requirements 2012
- g) Education and Training Reform Act 2006 (Vic)
- h) Tuition Protection Service (TPS)

#### **RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO SPECIFIC TRAINING PACKAGES DELIVERED BY ACE**

- a) Detailed Hospitality training package legislation:
  - i. Food Act (1984)
  - ii. Public Health and Wellbeing Act 2008
  - iii. Equal Opportunity Act 1977 (Vic)
  - iv. Environmental Protection Act 1970 (Vic)
  - v. Fair Work Act 2009
  - vi. Fair Work Regulations 2009
  - vii. Occupational Health and Safety Act 2004 (Vic)
  - viii. Occupational Health and Safety Regulations 2007 (Vic)
- b) Detailed Business training package legislation:
  - i. Public Health and Wellbeing Act 2008
  - ii. Equal Opportunity Act 1977 (Vic)
  - iii. Environmental Protection Act 1970 (Vic)
  - iv. Fair Work Act 2009
  - v. Fair Work Regulations 2009
  - vi. Occupational Health and Safety Act 2004 (Vic)
  - vii. Occupational Health and Safety Regulations 2007 (Vic)

#### **COMPLIANCE WITH STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015**

- a) ACE will ensure that it complies with the Standards for Registered Training Organisations 2015, which states that ACE must:
  - i. Comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

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- ii. Ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.
- b) ACE's Compliance Officer will be responsible for monitoring changes to VET Funding Contract, legislation and regulatory requirements, updating the relevant ACE documentation and notifying the appropriate ACE staff and students.
- c) ACE domestic students will be informed of any updates to the 2023 VET Funding Contract, Skills first program – 2023 Guidelines about Determining Student Eligibility and Supporting Evidence; skills first program – 2023 Guidelines about Fees that affect their participation in vocational education and training via the following methods:
  - i. Pre-enrolment information leaflets
  - ii. Student Handbook
  - iii. Updates posted on student notice boards and sent via ACE student email
  - iv. [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

## On Campus Conduct

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Every student has the right to learn in a safe and supportive environment. ACE provides students with some general guidelines extracted from our Code of Conduct and Practices Policies and Procedures. These prescribe that students must:

- Maintain a high standard of behavior at all times within the premises of the ACE.
- Maintain a learning environment which is free from unnecessary distraction.
- Observe ACE's rules relating to safety and the care of ACE's facilities and equipment.
- Refrain from disrupting the learning of others.
- Not prevent staff members from performing their duties.
- Refrain from endangering the health and safety of staff and fellow students.
- Refrain from Interfering with the conduct of ACE operations.
- Refrain from Indulging in any acts which may result in damage to ACE property, reputation or unduly actions which interferes with the comfort or conveniences of any person lawfully entitled to be within ACE's premises.
- You must come to class prepared for learning with all your books and materials
- Student may wear neat casual dress to class
- You must come to class on time. If you are more than 15 minutes late in a session or running late please inform ACE Head Office or your Trainer/Assessor
- Mobile phones are not to be used in class. Students are not to receive phone calls during training hours.
- If your address and other contact details changes, you must inform ACE within 14 days of the change either via email or in person at Head Office's Reception desk by completing the Student Contact details form.
- No eating or chewing gum during class.
- All alcoholic beverages and illicit substances are strictly prohibited on campus.
- No hats or sunglasses are to be worn in class or during class hours.
- You are expected to behave courteously and respectfully at all times towards staff and fellow students.
- All tasks set by trainer must be completed by the due date. If you unable to complete on time, you must discuss with your trainer or course coordinator a request for an extension.
- You must always ask your trainer for permission to leave class, no matter what the reason.
- Keep the classroom tidy, including picking up papers off the floor. Place all rubbish in bins and, if rubbish falls on the floor near the bin, pick it up and dispose of it correctly.
- If you are in the computer lab doing your work during class time without prior permission from your trainer, you will be marked as absent from the lesson.

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- You are expected to read and familiarize yourself with all student policies, including on campus policies, available on the website link <https://ace.vic.edu.au/forms-and-policies/>.

ACE will not tolerate breach of these policies. Misconduct will be taken seriously and may result in exclusion or expulsion from ACE if the policies are deemed to have been violated.

## Code of Practice

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The CEO will foster the implementation of access and equity best practice by ensuring that:

- Equal opportunity policies are in place.
- Barriers to access and participation are identified and strategies developed to overcome these barriers.
- Trainers / Course Coordinators have responsibility for and expertise in equal opportunity matters.
- All ACE's policies and procedures are non-discriminatory and inclusive.
- All staff members are provided with information about access and equity issues and ACE's complaints and appeals resolution processes, and will be expected to adhere to these principles.
- All students are provided with information about access and equity issues and ACE's complaints and appeals resolution processes.
- All components of the education process are evaluated to ensure that they are inclusive and value students from diverse backgrounds.
- Participation and attainment levels for equity target groups are monitored across the range of programs.
- Staff members are aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies.
- Regular review of *Student Feedback Questionnaires* takes place to evaluate student perception of equity and access adequacy.
- ACE will ensure that any new access and equity principles developed or incorporated into policy documents are communicated to Staff, and their compliance with these principles is upheld.
- ACE will ensure that any training program or course prerequisites are communicated to prospective clients in course material provided.
- ACE's promotional literature will provide reference to the organisation's adherence to access and equity principles and their utilisation.

## Equal opportunity

Australian equal opportunity legislation protects people involved in the training system. Under this legislation it is unlawful to discriminate or harass people at work, in education institutions or in the community. Examples of Australian equal opportunity legislation are the:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

States and Territories also have equal opportunity legislation.

## Disciplinary Procedures

ACE will not tolerate conduct that compromises its high standards of ethics, or honesty, lack of consideration for fellow students, trainers or other Staff, unruly behaviour, bullying or any form of abuse (physical or verbal) of others, lack of respect for the property of others or any other unsavoury conduct. Where this is found to have taken place by a student, the management of ACE will invoke disciplinary procedures.

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In the case of students, depending on the severity of the event this action may include:

- One or more written warnings regarding the transgression.
- Suspension or cancellation from the course and reporting the student to the Police if the situation warrants.

## Occupational Health and Safety

Occupational health and safety is a broad area of the law that can be divided into three areas:

- *Common law rules* - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.
- *State and Territory laws* that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties.
- *State and Territory worker's compensation legislation* that protects employees in the case of on-the-job injuries.

You may view and download these Acts at the [Australasian Legal Information Institute](#) (ALII) which provides free online access to Commonwealth, State and Territory case law and legislation.

Your state or territory training authority, registered training organisation or New Apprenticeships Centre will also be able to advise what legislation applies to your situation.

## Occupational Health and Safety Policy Information

Australian Careers Education Pty Ltd has an Occupational Health and Safety Policy designed to protect students whilst on any Institute site or engaged in Institute activities.

### Policy:

ACE shall set resource and maintain high standards in the area of health and safety regarding compliance with relevant legislation as a minimum.

ACE will designate a work group to monitor OH&S matters. The following are:

### Accidents and Hazards

Students must report all accidents and hazards on Institute property to a Staff member. The appropriate forms must be completed.

### Evacuation Procedures

During emergency evacuations, managers and teachers act as Emergency Coordinators and retain absolute authority in respect to any actions, instructions or requests relating to an emergency. Students are required to familiarize themselves with emergency procedures for their specified areas of study. Evacuation maps are available on the walls of ACE's premises.

### Insurance Cover

Students of ACE are covered by public liability insurance through GIO insurance.

Students of ACE who are undertaking Work-Based Training as part of the requirements of their qualification; are covered by the Department of Education's WorkCover Insurance Policy.

### Cleaning Work Areas

Students are responsible for the cleanliness of their work areas and designated work areas. For example, benches, desks, machines and tools should be cleaned after each use.

***Eating and drinking in classrooms, computer lab and library is strictly prohibited.***

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## Breakages, Losses and Damage

Students are required to report all damage to college property to a Staff member whether involved in the damage or not. If a student wilfully breaks or damages Institute property, or personal property, the student will be asked to pay for the replacement of that property. Disciplinary action will result.

## Drugs and Alcohol

Students are not permitted to attend class or any college site, or participate in any college activity following the consumption of performance inhibiting substances such as drugs and alcohol. By law, any drug offence is automatically reported to the Police.

## Smoking

Students at ACE premises are not allowed to smoke. Disciplinary action will result.

## Personal Protective Equipment

Students are required to supply and wear mandatory personal protective equipment and apparel as determined by the practical training requirements of their course and Occupational Health and Safety Advisory Standards.

## Dress Requirements

As per ACE Student Information and Requirements students must:

- Maintain a high standard of dress as laid down by the Occupational Health and Safety Act
- Be acceptable to industry / commerce standards.

Note: Minimum standards include appropriate footwear (NO THONGS - SCUFFS)

## Harassment

Sexual Harassment is UNWANTED and UNWELCOME sexual attention. It may be sexual harassment when someone:

- Leers at you
- Touches or brushes against your body
- Persists in asking you out after you have said 'NO'
- Tells dirty jokes in your presence
- Displays offensive printed material
- Emailing and SSM offensive material
- Makes unwelcome comments or asks questions about your personal life or sexual habits
- Tries to force you to have sex.

### What if you're not sure you're being sexually harassed?

If the behaviours made you feel:

- Offended
- Intimidated
- Upset
- Frightened
- Humiliated
- Angry
- Or that someone went too far... then it is sexual harassment.

You don't have to put up with sexual harassment. You may feel you have to keep quiet about sexual harassment or even play along with it. You may feel that if you do object to sexual harassment you will be seen as over-reacting or unable to take a joke.

**But remember:**

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- Sexual harassment is not flattering or harmless fun
- It is not friendship, or part of normal social relationships
- It is unwanted and unwelcome sexual attention which denies you respect and fair treatment
- You have every right to object and do something about it.

### **Is sexual harassment against the law?**

State and Commonwealth legislation outlays sexual harassment as a form of sex discrimination. ACE takes its obligations under this legislation very seriously and will not tolerate sexual harassment.

### **If you are sexually harassed:**

- Tell the person you find their behaviour offensive. Keep a record of the incident
- Talk to your Student Support Officer for personal advice and support in dealing with the feelings caused by the harassment
- Report the complaint to the CEO or any Staff member at ACE. Everyone can support you in this process - all complaints will be treated confidentially

### **Other Harassment**

Bullying, intimidation, abuse of power are other examples of harassment or workplace violence. Students who have such concerns should discuss them with PEO or any Staff member so that appropriate action can be taken.

### **Disciplinary Procedures**

ACE will not tolerate conduct that compromises its high standards of ethics, or honesty, lack of consideration for fellow students, trainers or other staff, unruly behavior, bullying or any form of abuse (physical or verbal) of others, lack of respect for the property of others or any other unsavory conduct.

Where this is found to have taken place by a student, the management of ACE will invoke disciplinary procedures.

In the case of students, depending on the severity of the event this action may include:

- One or more written warnings regarding the transgression.
- Dismissal from the course without refund of fees paid, or credit for learning granted.
- Dismissal from the course and reporting the student to the Police if the situation warrants.

## **Critical Incidents**

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### **In the Event of a Critical Incident or Emergency on Campus:**

In the event of a critical incident such as a serious injury, serious and sudden illness, assault, crime, natural disaster or other threat ACE asks all staff and students to follow these steps to ensure everyone's safety:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.
2. If the area needs to be evacuated, move to the assembly area of your campus (outside the main entry doors of each campus).
3. Notify the Student Support Officer of that campus who will run the Critical Incident Policy and Procedure. In the event that they cannot be contacted, a member of staff such as a Trainer or Administration Officer will initiate the Critical Incident Procedure.
4. You may also call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location.
5. Please remain calm and follow all instructions given to you by ACE staff to ensure the safety of all.

### **In the Event of a Critical Incident or Emergency outside of ACE/after hours:**

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In the event of a critical incident such as a serious injury, accident, serious and sudden illness, assault, crime, natural disaster or other threat:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.
2. Call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location. The CEO will be able to access the effected student's file and notify their family or make other arrangements as required. He will also run the Critical Incident Policy and Procedure.

For more details, please refer the Critical Incident Policy and Procedure at our website <https://ace.vic.edu.au/forms-and-policies/>.

### ***Feedback and Continuous Improvement***

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ACE collects statistical information regularly to monitor, maintain and achieve ongoing continuous improvement in the delivery of vocational education and training and student services. We value and welcome feedback from our students and staff that would improve our existing educational and student services provided by our RTO.

To provide Management with this feedback for evaluation, you will be asked to complete a student survey which will be distributed after Orientation. Students wishing to provide Management with feedback on any issues of concern or areas for improvement are requested to talk to the Student Support Officer.

### ***Student Support & Educational Services***

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ACE is highly committed to providing students with a supportive learning environment to help them achieve success in their educational endeavours. ACE has a team of Student Support Officers who are available to assist students with their educational and special needs. These services include (but not limited to):

#### **Academic Assistance**

- Referencing
- Report Writing
- Assignment preparation and writing
- Preparing for tests
- Computer assistance
- Note taking skills
- Reading, writing and listening skills
- Oral presentations
- Literacy and numeracy assistance
- Study Guideline

Students are also encouraged to seek assistance from their trainers and course coordinators for assistance with their studies.

#### **General Enquiries**

- Information related to Melbourne
- Health Care
- Referral to Welfare Service Officer
- Mental Health
- Emergency and health service references

#### **Disability Support**

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- Difficulties with studies or learning environment due to the effects of a disability or impairment.
- Liaising with trainers / assessors to determine additional supports in the learning environment.
- Identification of reasonable adjustments / additional supports that can be implemented to assist a student to undertake their studies safely.

Students with a disability, impairment or health condition which impacts their ability to meet the requirements of the training package are encouraged to complete the *Reasonable Adjustment / Special Needs Form* and arrange an appointment with a Student Support Officer. The Student Support Officer will seek to clarify the extent of the student's disability / impairment on their capacity to meet the requirements of the training package and the supports that can be provided by ACE. The Student Support Officer will assess each application for additional support on its own merit and will submit the application to the CEO for final approval.

ACE will support the student as far as reasonable, however students are advised that in the event of additional equipment or aides requiring purchase, the cost of such equipment will be incurred by the student if the student is agreeable.

Disclosure of disability or impairment is treated with confidence and will not be used to disadvantage the student.

Please refer to ACE's Access and Equity Policy for further information.

#### **Student Card Assistance:**

- Loss of Student Card
- Issuing of new Student Card

#### **Complaints Management:**

- Complaints and Appeals process
- Student issues resolution

#### **Student Support Seminars:**

Student Support Officers also run regular seminars on 'hot topics' or areas where students often need additional assistance. Information about when seminars are held and the content of the sessions is available on the noticeboard of each campus or by contacting your local Student Support Officer.

#### **Day-to-Day Student Support Services**

ACE provides the opportunity for students to participate in additional services designed to assist students in maintaining their attendance and improve their progress throughout the course.

Student Support Services are provided to all students on one to one and small groups' bases during each term. Student Support Officers will endeavor to approach students generally from time to time to identify the area of supports that the students may need in the all aspects of their academic or personal concerns.

ACE will have Student Support Officers on site during normal business hours, 9:00am to 5:00pm Monday to Friday.

#### **Community Support Services**

At times, Student Support Officers may be limited in their ability to assist you with your query or there may be more appropriate services available externally. In such cases, the Student Support Officer can provide you with information regarding the external services available and the costs of accessing these services. The Student Support Officer may also be able to assist you in connecting with the appropriate support and arranging a referral. Referrals can be initiated at no cost to the student.

ACE does not charge any fees for in-house student support services. However, in the event that students require specialist external services such as medical specialists, psychologists or legal services please note that the student is responsible for all costs associated with these external services should they choose to use them.

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Some of the Community Services available include (but not limited to):

Problem	Website	Contact Details
Emergency Services (Police, Fire or Ambulance)	<a href="https://www.triplezero.gov.au/">https://www.triplezero.gov.au/</a>	000
Alcoholism – Alcoholics Anonymous Australia	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
Alcohol & Drugs Information – National Alcohol and Other Drugs Hotline		1800 250 015 (24 hours/7 days a week)
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636 (24 hours/7 days a week)
Accommodation (Private)	<a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a> <a href="http://www.trivago.com.au">www.trivago.com.au</a> <a href="http://www.agoda.com">www.agoda.com</a> <a href="http://www.tripadvisor.com.au">www.tripadvisor.com.au</a> <a href="http://www.booking.com">www.booking.com</a> <a href="http://www.expedia.com.au">www.expedia.com.au</a> <a href="http://www.hostelworld.com">www.hostelworld.com</a> <a href="https://flatmates.com.au/">https://flatmates.com.au/</a>	
Accommodation (Temporary)	<a href="http://www.hostelworld.com">www.hostelworld.com</a>	
Accommodation (Immediate Temporary Accommodation)	<a href="https://www.quickbeds.com/accommodation/melbourne">https://www.quickbeds.com/accommodation/melbourne</a>	Phone: 1300 023 172 Email: <a href="mailto:customercare@quickbeds.com">customercare@quickbeds.com</a>
Asthma	<a href="https://asthma.org.au/">https://asthma.org.au/</a>	1800 278 462
Abortion Grief Counselling	<a href="https://www.abortiongrief.asn.au/">https://www.abortiongrief.asn.au/</a>	1300 139 313
National Debt Helpline	<a href="https://ndh.org.au/">https://ndh.org.au/</a>	1800 007 007
Consular Services	<a href="http://dfat.gov.au">http://dfat.gov.au</a>	
Australian Search and Rescue (Australian Maritime Safety Authority)	<a href="https://www.amsa.gov.au/safety-navigation/search-and-rescue">https://www.amsa.gov.au/safety-navigation/search-and-rescue</a>	1800 627 484
Crime Stoppers Victoria (Report Crime Anonymously)	<a href="http://www.crimestoppersvic.com.au/">www.crimestoppersvic.com.au/</a>	1800 333 000
Depression	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636 (24 hours/7 days a week)
Services Australia (including Centrelink and Medicare)	<a href="https://my.gov.au/">https://my.gov.au/</a>	Various Phone Numbers. Visit: <a href="https://www.servicesaustralia.gov.au/phone-us?context=26266">https://www.servicesaustralia.gov.au/phone-us?context=26266</a>
Department of Home Affairs	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>	<a href="https://www.homeaffairs.gov.au/help-and-support/contact-us">https://www.homeaffairs.gov.au/help-and-support/contact-us</a>
Disability Support Guide	<a href="https://www.disabilitysupportguide.com.au/search/in-home-and-community-support/vic">https://www.disabilitysupportguide.com.au/search/in-home-and-community-support/vic</a>	
Domestic Violence Support (1800 RESPECT)	<a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>	1800 737 732
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820

Problem	Website	Contact Details
Drug Support for Families – Family Drug Support (FDS)	<a href="https://www.fds.org.au/">https://www.fds.org.au/</a>	1300 368 186 (24 hours/7 days a week)
Drug addiction (Christian help)	<a href="http://www.naranon.com.au">www.naranon.com.au</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com">www.thewaysidechapel.com</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org">www.arafmi.org</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au">www.edf.org.au</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au">www.eczema.org.au</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au">www.epilepsy.org.au</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au">www.fpahealth.org.au</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au">www.glccs.org.au</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au">www.solace.org.au</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au">www.hepatitisc.org.au</a>	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	<a href="http://www.qhvs.org.au">www.qhvs.org.au</a>	1800774744
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au">www.sesiahs.health.nsw.gov.au</a>	9332 9700
Lifeline	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a> or <a href="http://www.crosscultural.net.au">www.crosscultural.net.au</a>	9391 2244
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>	1300 888 529
Mental Health Support for Men – Mens Helpline	<a href="http://www.mensline.org.au">www.mensline.org.au</a>	1300 789 978 (24 hours/7 days a week)
Mental Health Support for Children – Kids Helpline	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>	1800 551 800 (24 hours/7 days a week)
Maternal and Child Health Line	<a href="https://www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service">https://www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service</a>	13 22 29 (24 hours/7 days a week)
Melbourne Water	<a href="http://www.melbournewater.com.au">www.melbournewater.com.au</a>	131 722
National Disability Insurance Scheme (NDIS)	<a href="https://www.ndis.gov.au/">https://www.ndis.gov.au/</a>	1800 800 110
The Office of the Commonwealth Ombudsman (Overseas Student Complaints)	<a href="http://ombudsman.gov.au/">http://ombudsman.gov.au/</a>	Use the online form available on their website; or call 1300 362 072 Monday to Friday, 10:30am-3:00pm (AEST)
Poison Information Centre		13 11 26
Police (Local, Brunswick)		03 8378 6000
Pregnancy Counselling Australia	<a href="http://www.pregnancycounselling.com.au">www.pregnancycounselling.com.au</a>	1300 737 732 (8am-10pm, 7 days)
Psychology Melbourne	<a href="http://www.psychologymelbourne.com.au/contact-us">http://www.psychologymelbourne.com.au/contact-us</a>	9269 1001

Problem	Website	Contact Details
Relationship counselling	<a href="http://www.relationshipsvictoria.org.au">www.relationshipsvictoria.org.au</a>	<a href="https://www.relationshipsvictoria.org.au/contact-us/">https://www.relationshipsvictoria.org.au/contact-us/</a> for your local office number NOTE: This is NOT a crisis service
Salvation Army (Accommodation and Meal Support)	<a href="https://www.salvationarmy.org.au/melbourne614/">https://www.salvationarmy.org.au/melbourne614/</a>	<a href="https://www.salvationarmy.org.au/melbourne614/contact-us/">https://www.salvationarmy.org.au/melbourne614/contact-us/</a> for various contact numbers
Sexual Assault Crisis Line	<a href="https://www.sacl.com.au/">https://www.sacl.com.au/</a>	1800 806 292 (open 7 days, 5pm-9am)
Sexual Offences and Child Abuse	<a href="https://www.police.vic.gov.au/sexual-offences">https://www.police.vic.gov.au/sexual-offences</a>	
Smoking – Quit Victoria	<a href="http://www.quit.org.au">www.quit.org.au</a>	13 78 48
Study Melbourne - Support and Advice for International Students	<a href="https://www.studymelbourne.vic.gov.au/home-overseas">https://www.studymelbourne.vic.gov.au/home-overseas</a>	
Suicide Helpline (Lifeline Australia)	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14 (24/7 crisis support)
Storm and Flood Assistance	SES – Flood Storm Emergency	132 500
Telephone Interpreter Service	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	131 450 (within Australia) +613 9268 8332 (outside Australia)
Victims of Crime Support	<a href="http://www.victimsofcrime.com.au">www.victimsofcrime.com.au</a>	1800 000 055

### Vocational Counselling Services

At ACE, we are dedicated to helping you achieve your best and are here to assist and guide you in any way we can, so when it comes to your study and career options our careers counsellors are here to do just that. Our goal is to help you find your ideal career and ensure you have a clear plan on how you're going to get there.

With their extensive knowledge and experience, our careers counsellors can help broaden your study and work plans and open new possibilities you might never have considered. We can also mentor you in writing job applications, cover letters and resumes to ensure you start with your best foot forward.

Please make an appointment at reception with one of our vocational counsellors.

### Assessment Policy and Procedure

To access the Assessment Policy and Procedure, please refer to our website <https://ace.vic.edu.au/forms-and-policies/>.

### Refund Policy and Procedure

To access the Refund Policy and Procedure, please refer to the Forms and Policies section of our website <https://ace.vic.edu.au/forms-and-policies/>.

### Withdrawal or Cancellation Policy and Procedure

To access the Refund Policy and Procedure, please refer to the Forms and Policies section of our website <https://ace.vic.edu.au/forms-and-policies/>.

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## Privacy of Information Policy and Procedure

To access the Privacy of Information Policy and Procedure, please refer to the Forms and Policies section of our website <https://ace.vic.edu.au/forms-and-policies/>.

## Records Management Policy and Procedure

To access the Records Management Policy and Procedure, please refer to the Forms and Policies section of our website <https://ace.vic.edu.au/forms-and-policies/>.

## Reporting & Ensuring Compliance with VET Funding Contract Policy and Procedure

To access the Reporting and Ensuring Compliance with VET Funding Contract Policy and Procedure, please refer to the Forms and Policies section of our website <https://ace.vic.edu.au/forms-and-policies/>.

## Issuance of AQF Qualifications Policy and Procedure

To access the Issuance of AQF Qualifications Policy and Procedure, please refer to the Forms and Policies section of our website <https://ace.vic.edu.au/forms-and-policies/>.

## COURSE DETAILS

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### HOSPITALITY COURSES

#### Certificate III in Hospitality (Restaurant Front of House; SIT30722) – Apprenticeship

##### **Course Description:**

This qualification reflects the role of individuals who have a range of well-developed front of house food and beverage service and sales skills combined with sound product knowledge. Using discretion and judgement, they work with some independence and under supervision using plans, policies and procedures to guide work activities.

This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.

##### **Course Duration**

Students enrolled as an apprentice can take up to 4 years (for full-time employees) or 6 years (for part-time employees) to complete their apprenticeship.

##### **Course Entry Requirements:**

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR). Individuals may enter SIT30722 Certificate III in Hospitality (Restaurant Front of House) with limited or no vocational experience and without a lower level

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qualification but must be employed in this field before commencing this course and would be provided with support where required.

### **Delivery Arrangements:**

Workplace Based Training Minimum Compliance Standards

Reference: 2023 Guidelines about Apprenticeships / Traineeship Training Delivery (herein referred to as the "Guidelines")

1. For every Apprentice/Trainee who is undertaking workplace based training, in addition to the requirements in Section 2 of the Guidelines, ACE will conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
2. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
3. During the course of the visit: the ACE trainer will:
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Discuss progress against the Training Plan with the Apprentice/Trainee and
  - Document the training and/or assessment delivered against the competencies for the Training Plan.
4. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).
5. ACE will make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
  - monitor and document the progress of training against the Training Plan;
  - monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
  - document the dates and time periods logged as withdrawal time in the previous month.

### **Pre-enrolment - Government VET Funding requirements for this qualification:**

ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.

(Please refer to *Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P* available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information)

### **Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The '**2 skill Sets in a year**' and '**2 AQF qualifications in a year**' limits
- The '**2 at a time**' limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the *Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P* available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### **Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

### **Training Package Rules:**

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To attain SIT30722 Certificate III in Hospitality (Restaurant Front of House), 20 units must be completed by the student: 9 core units and 11 elective units.

### **Units of Competency:**

The units offered by ACE are listed in the table below.

*A symbol next to the unit name indicates that there are pre-requisite requirements.*

Unit Code	Unit Name	Nominal Hours
<b>Core units</b>		
SITXFSA005	Use hygienic practices for food safety	15
SITXWHS005	Participate in safe work practices	12
SITXHRM007	Coach others in job skills	20
SITHFAB021	Provide responsible service of alcohol	10
SITHIND006	Source and use information on the hospitality industry	25
SITHIND008	Work effectively in hospitality service	0
SITXCCS014	Provide service to customers	25
SITXCOM007	Show social and cultural sensitivity	20
SITXFIN007	Process financial transactions	25
<b>Elective units</b>		
SITHKOP009	Clean kitchen premises and equipment*	13
SITHFAB027	Serve food and beverage*	80
SITHFAB025	Prepare and serve espresso coffee*	30
SITHFAB034	Provide table service of food and beverage*#	110
SITHFAB036	Provide advice on food	40
SITHFAB037	Provide advice on food and beverage matching#	50
SITXINV006	Receive, store and maintain stock*	20
SITXINV007	Purchase goods	30
SITHFAB022	Clean and tidy bar areas*	15
SITHFAB023	Operate a bar*#	35
SITHFAB031	Provide advice on beers, spirits and liqueurs #	40
	<b>Total Hours</b>	<b>615</b>

### **Prerequisite units:**

\* SITXFSA005 Use hygienic practices for food safety

# SITHFAB021 Provide responsible service of alcohol

### **Work Based Training**

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Work-Based Training (WBT) for the unit, *SITHIND008 Work Effectively in Hospitality Service*, must be undertaken in order to achieve the SIT30716 Certificate III in Hospitality (Restaurant Front of House).

A total of 108 hours (36 Service Periods) will be completed in Work Based Training (WBT).

**Assessments:**

The following assessment methods will be used: Practical Demonstration, Third Party Evidence & Portfolio, Written Assessment and Logbook.

**Educational Pathways:**

After achieving SIT30722 Certificate III in Hospitality (Restaurant Front of House), individuals could progress to SIT40422 Certificate IV in Hospitality.

**Outcome:**

Upon successful completion of this course, students will receive a SIT30722 Certificate III in Hospitality (Restaurant Front of House).

**Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

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## Certificate III in Commercial Cookery (SIT30821) – Apprenticeship

### **Course Description:**

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

### **Course Duration**

Students enrolled as an apprentice can take up to 4 years (for full-time employees) or 6 years (for part-time employees) to complete their apprenticeship.

### **Course Entry Requirements:**

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR). Individuals may enter SIT30816 - Certificate III in Commercial Cookery with limited or no vocational experience and without a lower level qualification but must be employed in this field before commencing this course and would be provided with support where required.

### **Delivery Arrangements:**

Workplace Based Training Minimum Compliance Standards

Reference: 2023 Guidelines about Apprenticeships / Traineeship Training Delivery (herein referred to as the "Guidelines")

6. For every Apprentice/Trainee who is undertaking workplace based training, in addition to the requirements in Section 2 of the Guidelines, ACE will conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
7. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
8. During the course of the visit: the ACE trainer will:
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Discuss progress against the Training Plan with the Apprentice/Trainee and
  - Document the training and/or assessment delivered against the competencies for the Training Plan.
9. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).
10. ACE will make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
  - monitor and document the progress of training against the Training Plan;

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- monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
- document the dates and time periods logged as withdrawal time in the previous month.

#### **Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The '**2 skill Sets in a year**' and '**2 AQF qualifications in a year**' limits
- The '**2 at a time**' limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

#### **Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

#### **Training Package Rules:**

To attain SIT30821 Certificate III in Commercial Cookery, 25 units must be completed by the student: 20 core units and 5 elective units.

#### **Course Outline:**

The units offered by ACE are listed in the table below.

*A symbol next to the unit name indicates that there are pre-requisite requirements.*

Unit Code	Unit name	Nominal Hours
<b>Core Units</b>		
SITXFSA005	Use hygienic practices for food safety	15
SITXWHS005	Participate in safe work practices	12
SITXFSA006	Participate in safe food handling practices	40
SITHKOP009	Clean kitchen premises and equipment*	13
SITHCCC023	Use food preparation equipment*	25
SITHCCC027	Prepare dishes using basic methods of cookery*	45
SITHCCC028	Prepare appetisers and salads*	25
SITHCCC029	Prepare stocks, sauces and soups*	35
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	50
SITHCCC031	Prepare vegetarian and vegan dishes*†	40
SITHCCC035	Prepare poultry dishes*†	35
SITHCCC036	Prepare meat dishes*†	55
SITHCCC037	Prepare seafood dishes*†	35
SITHCCC041	Produce cakes, pastries and breads*	55
SITHCCC042	Prepare food to meet special dietary requirements*†	75
SITHPAT016	Produce desserts*	100
SITHKOP010	Plan and cost recipes	40
SITXINV006	Receive, store and maintain stock*	20
SITXHRM007	Coach others in job skills	20

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SITHCCC043	Work effectively as a cook*†	100
<b>Elective Units</b>		
SITHCCC025	Prepare and present sandwiches*	10
SITHCCC040	Prepare and serve cheese*	20
SITXINV007	Purchase goods	30
SITHCCC038	Produce and serve food for buffets*†	25
SITXCCS014	Provide service to customers	25
<b>Total Hours</b>		<b>945</b>

Prerequisite units:

\* *SITXFSA005 Use hygienic practices for food safety*

† *SITHCCC027 Prepare dishes using basic methods of cookery*

### **Work Based Training**

Work-Based Training (WBT) for the unit, *SITHCCC043 Work Effectively as a Cook*, must be undertaken in order to achieve the Certificate III in Commercial Cookery. Students will undertake this unit at their own workplace.

A total of 144 hours (48 Service Periods) will be completed in Work Based Training (WBT).

### **Assessments:**

The following assessment methods will be used: Practical Demonstration, Third Party Evidence & Portfolio, Written Assessment and Logbook.

### **Educational Pathways:**

After achieving SIT30821 Certificate III in Commercial Cookery, individuals could progress to SIT40521 Certificate IV in Kitchen Management.

### **Outcome:**

Upon successful completion of this course, students will receive a SIT30821 Certificate III in Commercial Cookery.

### **Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

## Certificate IV in Kitchen Management (SIT40521) – Apprenticeship

### **Course Description:**

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

### **Course Duration:**

Students enrolled as an apprentice can take up to 4 years (for full-time employees) or 6 years (for part-time employees) to complete their apprenticeship.

### **Course Entry Requirements:**

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR). Individuals may enter SIT40516 - Certificate IV in Commercial Cookery with limited or no vocational experience and without a lower level qualification but must be employed in this field before commencing this course and would be provided with support where required.

### **Delivery Arrangements:**

Workplace Based Training Minimum Compliance Standards

Reference: 2023 Guidelines about Apprenticeships / Traineeship Training Delivery (herein referred to as the "Guidelines")

1. For every Apprentice/Trainee who is undertaking workplace based training, in addition to the requirements in Section 2 of the Guidelines, ACE will conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
2. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
3. During the course of the visit, the ACE trainer will:
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Discuss progress against the Training Plan with the Apprentice/Trainee and
  - Document the training and/or assessment delivered against the competencies for the Training Plan.
4. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).
5. ACE will make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
  - monitor and document the progress of training against the Training Plan;
  - monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
  - document the dates and time periods logged as withdrawal time in the previous month.

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**Pre-enrolment - Government VET Funding requirements for this qualification:**

ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.

(Please refer to Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information)

**Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The '2 skill Sets in a year' and '2 AQF qualifications in a year' limits
- The '2 at a time' limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

**Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

**Training Package Rules:**

To attain SIT40521 Certificate IV in kitchen management, 33 units must be completed by the student: 27 core units and 6 elective units.

**Course Outline:**

The units offered by ACE are listed in the table below.

A symbol next to the unit name indicates that there are pre-requisite requirements.

Unit Code	Unit Name	Nominal Hours
<b>CORE UNITS</b>		
SITXFSA005	Use hygienic practices for food safety	15
SITXFSA006	Participate in safe food handling practices	40
SITHCCC023	Use food preparation equipment*	25
SITHCCC027	Prepare dishes using basic methods of cookery*	45
SITHCCC028	Prepare appetisers and salads*	25
SITHCCC029	Prepare stocks, sauces and soups*	35
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	50
SITHCCC035	Prepare poultry dishes*†	35
SITHCCC036	Prepare meat dishes*†	55
SITHCCC037	Prepare seafood dishes*†	35
SITHCCC042	Prepare food to meet special dietary requirements*†	75
SITHCCC041	Produce cakes, pastries and breads*	55
SITHPAT016	Produce desserts*	100
SITHCCC031	Prepare vegetarian and vegan dishes*†	40
SITHKOP010	Plan and cost recipes	40
SITXINV006	Receive, store and maintain stock*	20

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SITHKOP015	Design and cost menus#	30
SITXCOM010	Manage conflict	20
SITXWHS007	Implement and monitor work health and safety practices	30
SITXFSA008	Develop and implement a food safety program*^	50
SITHKOP012	Develop recipes for special dietary requirements*†# °	25
SITXHRM008	Roster staff	30
SITXHRM009	Lead and manage people	60
SITXMGT004	Monitor work operations	20
SITXFIN009	Manage finances within a budget	30
SITHCCC043	Work effectively as a cook*†	100
SITHKOP013	Plan cooking operations*	100
<b>ELECTIVE UNITS</b>		
SITHCCC026	Package prepared foodstuffs*	15
SITXCCS015	Enhance the customer service experience	40
SITXCCS014	Provide service to customers	25
SITHCCC040	Prepare and serve cheese*	20
SITXINV007	Purchase goods	30
SITHCCC015	Produce and serve food for buffets*†	25
<b>TOTAL HOURS</b>		<b>1340</b>

Prerequisite units:

\* SITXFSA005 Use hygienic practices for food safety

† SITHCCC027 Prepare dishes using basic methods of cookery

# SITHKOP010 Plan and cost recipes

° SITHCCC042 Prepare food to meet special dietary requirements

^ SITXFSA006 Participate in safe food handling practices

### **Work Based Training**

WBT for the holistic unit **SITHCCC043 Work Effectively as a Cook** must be undertaken to achieve Certificate IV in Kitchen Management. Students will undertake this unit at their own workplace.

A total of 144 hours (48 Service Periods) will be completed in Work Based Training (WBT).

### **Assessments:**

The following assessment methods but not limited will be used: Practical Demonstration, Third Party Evidence & Portfolio, Written Assessment and Logbook.

### **Educational Pathways:**

After achieving SIT40521 Certificate IV in Kitchen Management, individuals could progress to SIT50422 Diploma of Hospitality Management.

### **Outcomes:**

Upon successful completion of this course, students will receive a SIT40521 – Certificate IV in Kitchen Management.

### **Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

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## Certificate IV in Kitchen Management (SIT40521) - Non-Apprenticeship

### Course Description:

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

### Course Duration

Students enrolled as a non-apprentice can take up to 4 years to complete the course.

### Course Entry Requirements:

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR). Individuals may enter SIT40521 - Certificate IV in Kitchen Management with limited or no vocational experience and without a lower level qualification but must be employed in this field before commencing this course and would be provided with support where required.

### Delivery Arrangements:

Workplace Based Training Minimum Compliance Standards

Reference: 2023 Guidelines about Apprenticeships / Traineeship Training Delivery (herein referred to as the "Guidelines")

1. For every Apprentice/Trainee who is undertaking workplace based training, in addition to the requirements in Section 2 of the Guidelines, ACE will conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
2. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
3. During the course of the visit, the ACE trainer will:
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Discuss progress against the Training Plan with the Apprentice/Trainee and
  - Document the training and/or assessment delivered against the competencies for the Training Plan.
4. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).
5. ACE will make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
  - monitor and document the progress of training against the Training Plan;
  - monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
  - document the dates and time periods logged as withdrawal time in the previous month.

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**Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The '**2 skill Sets in a year**' and '**2 AQF qualifications in a year**' limits
- The '**2 at a time**' limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

**Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

**Training Package Rules:**

To attain SIT40521 Certificate IV in Kitchen Management, 33 units must be completed by the student: 27 core units and 6 elective units.

**Course Outline:**

The units offered by ACE are listed in the table below.

*A symbol next to the unit name indicates that there are pre-requisite requirements.*

Unit Code	Unit Name	Nominal Hours
<b>CORE UNITS</b>		
SITXFSA005	Use hygienic practices for food safety	15
SITXFSA006	Participate in safe food handling practices	40
SITHCCC023	Use food preparation equipment*	25
SITHCCC027	Prepare dishes using basic methods of cookery*	45
SITHCCC028	Prepare appetisers and salads*	25
SITHCCC029	Prepare stocks, sauces and soups*	35
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	50
SITHCCC035	Prepare poultry dishes*†	35
SITHCCC036	Prepare meat dishes*†	55
SITHCCC037	Prepare seafood dishes*†	35
SITHCCC042	Prepare food to meet special dietary requirements*†	75
SITHCCC041	Produce cakes, pastries and breads*	55
SITHPAT016	Produce desserts*	100
SITHCCC031	Prepare vegetarian and vegan dishes*†	40
SITHKOP010	Plan and cost recipes	40
SITXINV006	Receive, store and maintain stock*	20
SITHKOP015	Design and cost menus#	30
SITXCOM010	Manage conflict	20
SITXWHS007	Implement and monitor work health and safety practices	30
SITXFSA008	Develop and implement a food safety program*^	50
SITHKOP012	Develop recipes for special dietary requirements*†# °	25
SITXHRM008	Roster staff	30
SITXHRM009	Lead and manage people	60

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SITXMGT004	Monitor work operations	20
SITXFIN009	Manage finances within a budget	30
SITHCCC043	Work effectively as a cook*†	100
SITHKOP013	Plan cooking operations*	100
<b>ELECTIVE UNITS</b>		
SITHCCC026	Package prepared foodstuffs*	15
SITXCCS015	Enhance the customer service experience	40
SITXCCS014	Provide service to customers	25
SITHCCC040	Prepare and serve cheese*	20
SITXINV007	Purchase goods	30
SITHCCC015	Produce and serve food for buffets*†	25
<b>TOTAL HOURS</b>		<b>1340</b>

Prerequisite units:

\* SITXFSA005 Use hygienic practices for food safety

† SITHCCC027 Prepare dishes using basic methods of cookery

# SITHKOP010 Plan and cost recipes

º SITHCCC042 Prepare food to meet special dietary requirements

^ SITXFSA006 Participate in safe food handling practices

### **Work Based Training**

WBT for the holistic unit **SITHCCC043 Work Effectively as a Cook** must be undertaken to achieve Certificate IV in Kitchen Management. Students will undertake this unit at their own workplace.

### **Assessments:**

The following assessment methods but not limited will be used: Practical Demonstration, Third Party Evidence & Portfolio, Written Assessment and Logbook.

### **Educational Pathways:**

After achieving SIT40521 Certificate IV in Kitchen Management, individuals could progress to SIT50422 Diploma of Hospitality Management.

### **Outcomes:**

Upon successful completion of this course, students will receive a SIT40521 – Certificate IV in Kitchen Management.

### **Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

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## AUTOMOTIVE COURSES

### Certificate III in Light Vehicle Mechanical Technology (AUR30620) – Apprenticeship

#### **Course Description:**

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

#### **Course Duration:**

Students enrolled as an apprentice can take up to 4 years (for full-time employees) or 6 years (for part-time employees) to complete their apprenticeship.

#### **Course Entry Requirements:**

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR). Individuals may enter AUR30620 Certificate III in Light Vehicle Mechanical Technology with limited or no vocational experience and without a lower level qualification but must be employed in this field before commencing this course and would be provided with support where required.

#### **Delivery Arrangements:**

Workplace Based Training Minimum Compliance Standards

Reference: 2023 Guidelines about Apprenticeships / Traineeship Training Delivery (herein referred to as the "Guidelines")

1. For every Apprentice/Trainee who is undertaking workplace based training, in addition to the requirements in Section 2 of the Guidelines, ACE will conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
2. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
3. During the course of the visit: the ACE trainer will:
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Discuss progress against the Training Plan with the Apprentice/Trainee and
  - Document the training and/or assessment delivered against the competencies for the Training Plan.
4. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).
5. ACE will make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
  - monitor and document the progress of training against the Training Plan;
  - monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
  - document the dates and time periods logged as withdrawal time in the previous month.

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**Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The **'2 skill Sets in a year'** and **'2 AQF qualifications in a year'** limits
- The **'2 at a time'** limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

**Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

**Educational Pathways:**

After achieving this qualification individuals could progress to AUR40216 Certificate IV in Automotive Mechanical Diagnosis, AUR40816 Certificate IV in Automotive Mechanical Overhauling or other relevant qualifications.

**Outcomes:**

Upon successful completion of this course, students will receive an AUR30620 – Certificate III in Light Vehicle Mechanical Technology.

**Assessments:**

The following assessment methods will be used: Practical Demonstration, Third Party Evidence & Portfolio and Written Assessment.

**Training Package Rules:**

To attain AUR30620 Certificate III in Light Vehicle Mechanical Technology, 36 units must be completed by the student: 20 core units and 16 elective units.

**Course Outline:**

The units offered by ACE are listed in the table below.

UNIT CODE	UNIT NAME	NOMINAL HOURS
CORE UNITS		
AURASA102	Follow safe working practices in an automotive workplace	20
AURAEA002	Follow environmental and sustainability best practice in the automotive workplace	25
AURTTK102	Use and maintain tools and equipment in an automotive workplace	20
AURETR125	Test, charge and replace batteries and jump start vehicles	15
AURETR112	Test and repair basic electrical circuits	40
AURETR129	Diagnose and Repair charging systems	30
AURETR130	Diagnose and Repair starting systems	30
AURTTA104	Carry out servicing operations	20
AURTTE104	Inspect and service engines	20
AURTTF101	Inspect and Service petrol fuel systems	25
AURLTD104	Diagnose and repair light vehicle steering systems	30
AURLTD105	Diagnose and repair light vehicle suspension systems	30

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UNIT CODE	UNIT NAME	NOMINAL HOURS
<b>CORE UNITS</b>		
AURTTB101	Inspect and Service braking systems	20
AURLTB103	Diagnose and Repair light vehicle hydraulic braking systems	40
AURLTE102	Diagnose and repair light vehicle engines	60
AURTTTC103	Diagnose and repair cooling systems	20
AURETR131	Diagnose and Repair ignition systems	30
AURETR123	Diagnose and repair spark ignition engine management systems	60
AURLTZ101	Diagnose and repair light vehicle emission control systems	20
AURTTA118	Develop and Carry out diagnostic test strategies	20
<b>ELECTIVE UNITS</b>		
AURTTK001	Use and maintain measuring equipment in an automotive workplace	15
AURETR128	Diagnose and repair instruments and warning systems	40
AURETR132	Diagnose and repair automotive electrical systems	80
AURETR011	Install basic ancillary electrical systems and components	40
AURTTB015	Assemble and fit braking system components	80
AURLTJ113	Remove, Inspect and refit light vehicle wheel and tyre assemblies	20
AURLTE001	Remove and install light vehicle engine assemblies	30
AURTTF105	Diagnose and repair engine forced- induction systems	15
AURLTF102	Diagnose and repair light vehicle diesel fuel injection systems	50
AURLTQ101	Diagnose and repair light vehicle final drive assemblies	20
AURLTQ102	Diagnose and repair light vehicle drive shafts	20
AURLTX101	Diagnose and repair light vehicle manual transmissions	40
AURLTX102	Diagnose and repair light vehicle automatic transmissions	50
AURLTX103	Diagnose and repair light vehicle clutch systems	30
AURTTA017	Carry out vehicle safety inspections	10
AURAF103	Communicate effectively in an automotive workplace	20
	<b>Total Hours</b>	<b>1135</b>

#### **Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

## Certificate IV in Automotive Mechanical Diagnosis (AUR40216) – Non-Apprenticeship

### **Course Description:**

This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.

### **Course Duration**

Students enrolled as a Non-Apprentice can take up to 2 years to complete their non-apprenticeship.

### **Course Entry Requirements:**

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR).

Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an Automotive Mechanical Certificate III qualification, or be able to demonstrate equivalent competency but must be employed in this field before commencing this course and would be provided with support where required.

### **Delivery Arrangements:**

All Non-Apprentice/Trainee will undertake this Structured Training as a Workplace-based. This means the training and assessment organised will take place in the workplace by ACE for Non-Apprentices or Trainees where the Non-Apprentice or Trainee is withdrawn from regular work duties.

1. For every Non-Apprentice/Trainee who is undertaking workplace based training, ACE will conduct a workplace induction with the Non-Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
2. ACE will develop a Training Plan for each Non-Apprentice/Trainee Skills First Student for each program they are enrolled in, and ensure they are fully informed about: the nature of their training and assessment; and the respective obligations of ACE and student.
3. ACE will ensure the Training Plan for Non-Apprentice or Trainee Skills First Student who is to participate in training conducted in a workplace where they are employed must be agreed to and signed by the employer that manages and controls the workplace.
4. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
5. During the course of the visit: the ACE trainer will:
  - Discuss with the Non-Apprentice their progress against the Training Plan.
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Document the training and/or assessment delivered against the competencies
  - for the Training Plan.
6. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).

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7. ACE will make monthly contact by either e-mail or phone with both the Non-Apprentice/Trainee and the workplace supervisor to:
- monitor and document the progress of training against the Training Plan;
  - monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
  - document the dates and time periods logged as withdrawal time in the previous month.

#### **Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The '**2 skill Sets in a year**' and '**2 AQF qualifications in a year**' limits
- The '**2 at a time**' limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

#### **Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

#### **Training Package Rules:**

To attain AUR40216 Certificate IV in Automotive Mechanical Diagnosis, 10 units must be completed by the student: 1 core unit and 9 elective units.

#### **Course Outline:**

The units offered by ACE are listed in the table below.

UNIT CODE	UNIT NAME	NOMINAL HOURS
<b>CORE UNITS</b>		
AURTTA021	Diagnose complex system faults	80
<b>ELECTIVE UNITS</b>		
AURETR037	Diagnose complex faults in light vehicle safety systems	50
AURLTB104	Diagnose complex faults in light vehicle braking systems	50
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	50
AURLTE104	Diagnose complex faults in light vehicle petrol engines	50
AURLTE105	Diagnose complex faults in light vehicle diesel engines	50
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	50
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	50
AURTTR101	Diagnose complex faults in engine management systems	50
AURTTF101	Inspect and service petrol fuel systems	25
	<b>Total Hours</b>	<b>505</b>

#### **Assessments:**

The following assessment methods will be used: Practical Demonstration, Third Party Evidence & Portfolio and Written Assessment.

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**Educational Pathways:**

After achieving this qualification individuals could progress to AUR50216 Diploma of Automotive Technology or AUR50116 Diploma of Automotive Management or other relevant qualifications.

**Outcomes:**

Upon successful completion of this course, students will receive an AUR40216nCertificate IV in Automotive Mechanical Diagnosis.

**Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

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**Certificate III in Bread Baking (FBP30421) – Apprenticeship****Course Description:**

This qualification describes the skills and knowledge of a Bread Baker who bakes bread products while working in a commercial baking environment. All work must be carried out to comply with workplace procedures, in accordance with State/Territory food safety, and work health and safety, regulations and legislation that apply to the workplace.

**Course Duration**

Students enrolled as an apprentice can take up to 4 years (for full-time employees) or 6 years (for part-time employees) to complete their apprenticeship.

**Course Entry Requirements:**

It is recommended that students are a minimum of 17 years of age and eligible for 2023 Standard VET Funding Contract Skills First Program, 2023 Guidelines about Determining Student Eligibility and Supporting Evidence. An individual's eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the 2023 Standard VET Funding Contract Skills First Program. Please refer to Student Engagement Prior to Enrolment Policy and Procedure & Student Formalisation of Enrolment Policy and Procedure available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au) for further information.

For each student deemed as an Eligible Individual for the Skills First Program, ACE will conduct a Pre-Training Review of their current competencies as part of the enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. ACE will ensure that the applicant's current competencies including literacy and numeracy skills are adequate for the entry level as per the entry ACSF level for this qualification as part of their Pre-Training Review (PTR). Individuals may enter FBP30417 - Certificate III in Bread Baking with limited or no vocational experience and without a lower level qualification but must be employed in this field before commencing this course and would be provided with support where required.

**Delivery Arrangements:**

Workplace Based Training Minimum Compliance Standards

Reference: 2023 Guidelines about Apprenticeships / Traineeship Training Delivery (herein referred to as the "Guidelines")

1. For every Apprentice/Trainee who is undertaking workplace based training, in addition to the requirements in Section 2 of the Guidelines, ACE will conduct a workplace induction with the Apprentice/Trainee and supervisor and sign off the Training Plan with the supervisor/employer;
2. ACE conducts a minimum number of one visit per month which is recorded in its monthly contact records.
3. During the course of the visit: the ACE trainer will:
  - Deliver training and/or assessment in accordance with the Training Plan.
  - Discuss progress against the Training Plan with the Apprentice/Trainee and
  - Document the training and/or assessment delivered against the competencies for the Training Plan.
4. ACE ensures withdrawal time from routine work duties for Structured Training activities will be at Certificates III and above, a minimum of three hours per week, averaged over a four-week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training).
5. ACE will make monthly contact by either e-mail or phone with both the Apprentice/Trainee and the workplace supervisor to:
  - monitor and document the progress of training against the Training Plan;

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- monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
- document the dates and time periods logged as withdrawal time in the previous month.

#### **Eligibility Requirements for this Qualification:**

As per the 2023 Guidelines about Eligibility, ACE will assess a student's eligibility against the following requirements:

- **Citizenship / residency** - A student must be either: an Australian citizen; or a holder of a permanent visa; or a New Zealand citizen.
- The '**2 skill Sets in a year**' and '**2 AQF qualifications in a year**' limits
- The '**2 at a time**' limit

Eligibility exemptions will be assessed in accordance with Part C, Schedule 1 of the Contract. For further information, please refer to the Domestic Student Engagement Prior to Enrolment P&P and Domestic Student Formalisation of Enrolment P&P available on [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

#### **Application Procedure:**

Apply directly to ACE by completing the Pre-Enrolment Form available online at [www.ace.vic.edu.au](http://www.ace.vic.edu.au) or by arranging an appointment with one of our officers.

#### **Training Package Rules:**

To be awarded this qualification, competency must be achieved in 14 units of competency, consisting of 9 core units plus 5 elective units.

#### **Course Outline:**

The units offered by ACE are listed in the table below.

*A symbol next to the unit name indicates that there are pre-requisite requirements.*

Unit Code	Unit Name	Nominal Hours
<b>Core units</b>		
FBPFSY2002	Apply food safety procedures	30
FBPOPR2069	Use numerical applications in the workplace	30
FBPRBK3005	Produce basic bread products	120
FBPRBK3006	Produce savoury bread products	100
FBPRBK3007	Produce specialty flour bread products	100
FBPRBK3012	Schedule and produce bread production	100
FBPRBK3014	Produce sweet yeast products	100
FBPRBK3018	Produce basic artisan products	100
FBPWHS2001	Participate in work health and safety processes	40
<b>Elective units</b>		
SITXHRM007	Coach others in job skills	20
FBPRBK3011	Produce frozen dough products*	80
FBPRBK3016	Control and order bakery stock	40
FBPOPR3017	Prepare food products using basic cooking methods	50
SIRXPDK001	Advise on products and services	30
	<b>Total Hours</b>	<b>940</b>

Prerequisite unit:

*\*FBPRBK3005 Produce basic bread products*

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**Assessments:**

The following assessment methods will be used: Practical Demonstration, Third Party Evidence & Portfolio and Written Assessment.

**Educational Pathways:**

After achieving this qualification individuals could progress to FBP40221 Certificate IV in Baking or other relevant qualification.

**Outcomes:**

Upon successful completion of this course, students will receive a FBP30421 Certificate III in Bread Baking.

**Fees:**

Please refer to the Fees and Charges page on the ACE website: [www.ace.vic.edu.au/fees](http://www.ace.vic.edu.au/fees).

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