



Le Cordon Bleu Australia

# Code of Practice

## Consumer protectionism and Le Cordon Bleu Australia services

Le Cordon Bleu Australia (LCBA) respects the rights of students as consumers and ensures students receive the services as detailed in Letters of Offer and other documented agreements. Our marketing and advertising to prospective students is ethical and accurate; all costs and charges incurred during LCBA programs as well as other important information is outlined in writing before students enrol. If changes are made during the program, students are given information in advance through emails and other communications.

LCBA policies and procedures are available for both prospective and current students at any time via our website, and also discussed during Orientation.

Student academic, financial and other records are maintained accurately and as per privacy policies – they cannot be provided to third parties unless either by law or if the student authorises release of information. Students may check their records to ensure accuracy and completeness.

In the unlikely event that LCBA is unable to provide services as per agreement, LCBA has appropriate Tertiary Assurance Scheme (TAS) cover to ensure a refund can be provided unless another provider can enrol the student.

## Access and equity, legal obligations and maximising outcomes for students

A positive learning experience for all students is the central focus at LCBA. We are committed to principles of access and equity and will not unlawfully discriminate against students. Staff and students must follow policies and procedures designed to protect the health, safety, and welfare of all, and to promote positive learning experiences. These policies and procedures are also designed to meet government legislation requirements; these requirements seek to ensure students are treated fairly and receive quality service.

If students have any concerns or complaints, LCBA has grievance procedures to ensure each situation is heard and resolved in a fair and appropriate manner.

## Industry engagement to ensure recognisable qualifications

LCBA has a central purpose to provide employable graduates for Australia and other countries. Therefore LCBA regularly engages with relevant industry representatives to ensure teaching, learning strategies, assessments and work experiences are relevant and of the expected standard required in the workplace. LCBA has a proud history of graduating students who are then employed by well-known and highly regarded companies and institutions.

## Quality of training and assessment

LCBA provides quality training and assessment. Our organisation is a Registered Training Organisation under the South Australian Training and Skills Development Act 2008. We comply with the Australian Quality Training Framework standards which are designed to ensure quality of education to students. LCBA is committed to continuous improvement and therefore collects feedback from students via student surveys and student representative groups. Our teaching and assessment staff hold the educational qualifications required under the quality regulations and they are committed to maintaining up-to-date industry related skills and knowledge.

## Meeting individual needs of learners

Many students already have skills and knowledge before they study at Le Cordon Bleu Australia. We have a process where students can apply for Recognised Prior Learning (RPL or course credit) both before and during their studies.