

Evolution

HOSPITALITY INSTITUTE
ENGLISH LANGUAGE CENTRE



STUDENT HANDBOOK



RTO: 91256 | Cricos Provider: 02869G



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CONTACT *DETAILS*

HEAD OFFICE

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NSW 2000, Australia

Website: www.evolution.edu.au

REGISTERED PROVIDERS

Evolution-Systems for Training &
Development Pty Ltd, trading as

- ▶ Evolution Hospitality Institute
- ▶ Evolution English Language Centre
("Evolution", "EHI", "EELC").

RTO Code: 91256

CRICOS Provider Code: 02869G

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Welcome

The management and staff of Evolution would like to extend a warm welcome to you.

Evolution is committed to providing high standards of vocational education and training. We strive to create a happy and friendly atmosphere in which to learn and work. We endeavour to assist students to achieve the best possible outcome.

Evolution will ensure that you receive the opportunity to fulfil your personal and professional potential during your training and every effort will be made by staff to accommodate your individual needs.

The contents of this handbook will be discussed at your orientation session. Therefore, it is important to look after this handbook as you may require it during your training – it will provide additional guidance and answers as you progress.

In this handbook you will find general information about our policies and procedures as well as relevant information for students studying with us. It also outlines forms and documents you may need to refer to.

We sincerely hope your time at Evolution is a memorable and productive learning experience.

Stuart A. Page

Chief Executive Officer
Evolution-Systems for Training & Development Pty Ltd

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OUR *VISION* & *MISSION*

VISION - "INSTITUTE IN EXCELLENCE EDUCATION"

An institute with exceptional value and quality for the education.

MISSION - "STRIVE"

Service - Delivering on the expectations of our clients and going beyond is the essence of service.

Teamwork - As one we are a fraction of what we should be, as a team we maximize our effectiveness and become whole.

Respect - Working in a professional environment that embraces, understands and shares the diversity of people, clients and partners.

Inspire - Helping others to see or experience the bigger picture with an open mind, willingness to learn and dream.

Velocity - Move with momentum, always having a clear direction of where tomorrow will take you.

Evolve - Evolve through personal and professional growth.

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TRAINING & STUDENT FACILITIES

MAIN ADDRESS

Level 7, 8 Quay Street, Haymarket,
NSW 2000

The Sydney campus, situated in the heart of the central business district, serves as a bustling hub of activity. Here, students have the opportunity to achieve comprehensive learning outcomes, engaging in both theoretical study and practical skill development.

FACILITIES

- *Free (WIFI)* Internet access to complete research and assignments
- Student Lounge
- Air-conditioned classrooms and common areas
- Kitchenette (*i.e. Microwave, Kettle*)

Training Kitchen

- Fully equipped for practical sessions
- Change Rooms

STUDENT ORIENTATION

WHEN

- Vocational courses, orientation is conducted the week prior to the course commencement date.
- English courses, orientation will be held on the first day of your course

Its purpose is to fully inform new students of most aspects of life at Evolution and provide an introduction to studying, living in Sydney, transportation, facilities, and accommodation. In addition, our staff will be introduced to you, and you will have an

opportunity to ask any questions you have. Orientation is compulsory for all students.

Orientation includes information on:

- A campus tour
- Your work health and safety responsibilities and conduct
- Emergency procedures
- Student Visa requirements – course and attendance progress
- Academic requirements
- Deferment/Suspension procedures
- Complaints and appeals processes
- IT systems used at Evolution

WHAT TO BRING

- A copy of your passport
- Your international student Overseas Student Health Cover (OHSC)
- Original transcripts and certificates

ENGLISH PLACEMENT TEST

For students joining English courses who have not yet completed the English Placement Test, it is important to do so as soon as possible. This test helps us determine your English proficiency level and ensures that you are placed in the most suitable class for your abilities, if necessary.

Please note that if you miss the testing and orientation session on the first day of your course, you must still complete the placement test and attend orientation as soon as possible.



IT INFORMATION

EVOLUTION AUSTRALIA MOBILE APPLICATION (APP)

The Evolution mobile app is compatible with both IOS and Android devices. Evolution has developed its version of the app with the following features:

- Digital Student ID Card
- Updating student's contact details (emails address, home address, phone number, and more.
- Student Portal access
- Access to Evolution Student Email
- Recording of student attendance
- Sending notifications
- News updates and promotions

Students will receive an initial email notification confirming their account setup instructions to log in to the app.

STUDENT PORTAL - AXCELERATE

aXcelerate is the student management system at Evolution. It holds all your academic information and history. Through your Student Portal, you have direct access to your timetable, academic achievements, and more. Students will receive an initial email notification with setup instructions to log in to the portal.

E-LEARNING MOODLE

Moodle is the learning management system that contains all your course notes, materials and assessment components. Students will be shown during orientation how to access and navigate Moodle.

EVOLUTON EMAIL

When you commence your enrolment at Evolution all formal correspondence will be sent to your Evolution Student Email address.

Your email address is comprised of: <Your student ID number>@students.evolution.edu.au

BRING YOUR OWN DEVICE

Evolution implements a Bring Your Own Device (BYOD), requiring students to use their own laptop or procure one upon commencing their studies.



STUDENT INFORMATION

STUDY IN AUSTRALIA

Australia is one of the world's top study destinations for international students. Your Australian qualification can open up global career opportunities. Graduates of Australian courses are in demand. Employers in Australia and worldwide know that Australian qualifications are current, industry-relevant and of a world-class standard. Australia's international education system is strictly regulated to protect your rights and care for your welfare.

This ensures that courses are of high standards ethically and in the quality of training offered. All higher education providers in Australia must complete a demanding accreditation process to deliver the highest standard of teaching and learning. They must also go through regular, formal reviews to ensure they meet these standards.

The Australian Government and education providers work together to ensure international students have a great student experience. For more information on studying in Australia, go to www.studyaustralia.gov.au

ESOS ACT

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students.

Special laws in Australia protect the rights of international students. These are covered in the Education Services for Overseas Students Act 2000 (ESOS Act). The ESOS Act helps to ensure international students in Australia receive a high-quality education in a safe and fair environment.

UNIQUE STUDENT IDENTIFIER (USI)

The USI gives you access to a national register which allows you to see all your nationally accredited training records and results, from all training providers, completed after 1 January 2015.

In your Student Letter of Offer and Acceptance Agreement, you have the option to provide Evolution with your USI to verify if you already have or you are going to create by yourself; or authorise Evolution to create for you. Evolution is required to record and verify your USI before we can issue your student documentation, including your qualification testamur or statement of attainment.

STUDENT VISA APPLICATION REQUIREMENTS

To be granted a student visa by the Department of Home Affairs (DoHA), you must provide evidence that meets the entry requirements for your country of origin. Assessment factors include financial capacity, English proficiency, likelihood of complying with visa conditions, and any other relevant matters. Additionally, you must demonstrate that you meet the selection requirements for the courses you wish to enrol in.

For more information on student visas, visit www.homeaffairs.gov.au/ or consult with your Education Agent.



CHANGE OF CONTACT DETAILS

Upon arriving in Australia, it is essential to inform Evolution of your residential address and telephone number, as well as any subsequent changes to these details. It is your responsibility to keep this information updated to ensure you receive important updates about your course, fee receipts, and other relevant information. You can easily update your details using the Evolution Australia APP.

During orientation, students will receive guidance on accessing and navigating Evolution Australia APP.

ENGLISH REQUIREMENTS

Before starting your courses, you must demonstrate proficiency in reading, writing, and understanding English. Evidence of meeting the minimum English language is required.

WORKING WHILE STUDYING

While studying in Australia on an international student visa, your primary focus should always be on your studies. However, you are allowed to work within certain limits. As stipulated by your student visa, you can work a maximum number of hours per fortnight while your course is in session. It's crucial that your work commitments do not interfere with your studies. Working beyond the permitted hours is a violation of your visa conditions and is illegal for your employer (unless the work is an approved part of your course).

Immigration authorities conduct random checks, and non-compliance can lead to serious consequences.

Before you can start working in Australia, you'll need to obtain a Tax File Number (TFN) and provide it to your employer. For more information, please check <https://www.ato.gov.au/>

For more information on the working rights of international students in Australia, please visit:

- www.fairwork.gov.au
- www.studyinaustralia.gov.au
- <https://www.homeaffairs.gov.au>

TAX FILE NUMBER (TFN)

You can apply for a TFN if you meet all the following three conditions:

1. You are a foreign passport holder, permanent migrant or temporary visitor.
2. You are already in Australia.
3. Your visa is one of the following:
 - a permanent resident visa
 - a visa with work rights
 - an overseas student visa
 - a visa allowing you to stay in Australia indefinitely (including New Zealanders automatically granted a visa on arrival).

Please refer to the link below for more information:
<https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/foreign-passport-holders-permanent-migrants-and-temporary-visitors---tfn-application/>

LIVING IN SYDNEY AUSTRALIA

For further information on living in Sydney, Australia, visit:

- www.sydney.com
- www.cityofsydney.nsw.gov.au
- www.destinationnsw.com.au
- www.studyaustralia.gov.au

ABOUT SYDNEY

Sydney is widely recognized as one of the world's great cities and is consistently ranked in the top 10 internationally for quality of living. With some of the best education opportunities globally, it's no surprise Sydney is also ranked as one of the world's top ten student cities. Whether you're exploring the dazzling Sydney Harbour, the pristine beaches of Bondi and Manly, or venturing out into Greater Sydney, there are endless adventures to be had.

For more information on studying in Sydney, visit: www.studyaustralia.gov.au

THE COST OF LIVING IN SYDNEY

The Department of Home Affairs (DoHA) has financial requirements that must be met to receive a student visa for Australia. Refer to the step-by-step Student Visa Application and Document Checklist Tool for details on providing the evidence required to cover the costs of your stay, including travel, study, and living expenses.

The DoHA website provides more detailed information on how to calculate the amount of money you might need to cover the costs of your stay in Australia as an international student.

Additionally, the Cost of Living Calculator is a useful tool for estimating your cost of living in Australia: www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs.

ACCOMMODATION:

In Sydney, various types of accommodations are available, including private rental properties (alone or with housemates), homestays with host families, or student apartments or residences.

To find suitable private rental accommodations, you can explore the following websites:

- www.realestate.com.au
- www.domain.com.au

If you prefer to live with an Australian family, please check out:

- www.ozhomestay.com.au/
- www.homestaynetwork.org/

Other options, such as living in a student residence, please check out:

- <https://www.2stay.com.au/>
- <http://www.iglu.com.au/>

For information on your rights and responsibilities in renting accommodation, please visit: www.fairtrading.nsw.gov.au/

COST OF UTILITIES

There are additional costs associated with living in Australia that you should consider. These include expenses such as electricity, telephone, internet (data), and gas, which are in addition to your rent.

The initial costs of connecting these basic services can vary, so it's important to check with local providers in your area for specific pricing details.

GETTING AROUND

Sydney boasts a highly efficient public transport network, making it easy for students to access Evolution Campus, the city centre, and surrounding suburban areas. Buses and trains are the most popular

modes of transportation for travel to the institute and around Sydney. While taxis are readily available, they tend to be more expensive compared to trains, buses, and ferries.

For bus, train, and ferry timetables, you can visit www.transportnsw.info/

You can also download TripView, an application available for Android, Apple, and Windows devices, which provides comprehensive transport information and timetables to assist you with your travel plans.

Opal cards are smartcard tickets that you can keep and reuse to pay for travel on public transport. Once you have your Opal card, simply add value to it and then tap on and off to travel. You can use your Opal card on metro, train, bus, ferry, and light rail services. While there is no charge for obtaining an Opal card, a minimum top-up value is required.

Alternatively, you can use contactless payments as an alternative to traveling with an Adult Opal card. With contactless payments, you can tap on and tap off with a debit or credit card or a linked device and receive the same fare and travel benefits as with an Adult Opal card.

To use your Opal card or contactless payment method, simply tap on or tap off by holding your card, contactless device, or single trip ticket against an Opal reader until it turns green and makes a confirming sound.

If you tap on at the beginning of your journey but forget to tap off at the end, you will be

charged the default fare for an incomplete trip.

You can obtain an Opal card from Opal retailers, including convenience stores and newsagents. For more information and to get an Opal card, please visit www.opal.com.au/en/get-an-opal-card/

BANKING

Banks typically operate from 9:30 am to 4:00 pm on weekdays, with some branches open on Saturday mornings. To open a bank account, you will need to provide the following documents:

- Your passport
- Proof of Australian address
- Proof of enrolment.

There are several banks to choose from in the area, with the nearest one located next door to the Evolution campus:

- CBA: 431-439 Sussex St
- NAB: 37 Ultimo Rd
- ANZ: 665 George St
- Westpac: 740 George St

OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is essential insurance for international students in Australia, providing access to the Australian healthcare system and covering medical or hospital expenses. It's a requirement to purchase an approved OSHC policy from a registered health fund before applying for your visa. OSHC must be purchased before arriving in Australia and maintained throughout your stay.

You can find out more about purchasing **OSHC** at the website www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc

Some tips for using your OSHC include:

- Before making any medical appointments, it's important to find out what health services your OSHC policy covers and whether there are any waiting periods.
- Make sure you take your OSHC card with you to your medical appointments.
- If you have questions or need help with your OSHC, phone your insurance provider's helpline or visit their website for more information.

For more information, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/health-and-wellbeing#ref>

WHEN TO SEE A DOCTOR (GENERAL PRACTITIONER - GP)

- Treatment for common illnesses: This includes issues such as influenza, rashes, infections, or minor injuries. They can also help you manage existing conditions such as asthma.
- Vaccinations: A GP can advise you on the necessary vaccinations for your age and circumstances.
- Mental Health: If you are feeling depressed or anxious, it's a good idea to talk to your GP about your options for support. Find out about a mental health plan and if you may be eligible for one.

- Sexual Health: A GP can run tests for sexually transmitted infections (STIs) and prescribe medication if necessary. They can also talk to you about birth control options.

- Screening and preventive care: GPs can check you for skin and prostate cancer conditions and arrange further tests and scans if necessary.

- Referrals to specialists: If your condition needs specialist care, your GP will refer you to a doctor who specialises in that area of medicine.

When booking an appointment with a GP:

- Search online for a GP clinic or medical centre near your location and book online or by phone.
 - Let the clinic know that you have Overseas Student Health Cover (OSHC).
 - Request a male or female doctor if you have a preference.
 - Tell the clinic if you need a longer appointment.
- You can also book a telehealth (phone) appointment when you don't need a physical examination.

If you're unable to attend class due to illness, obtain a medical certificate from a registered doctor explaining your condition and the recommended duration of absence. Submit this certificate to the Evolution Student Support Team within 5 days of receiving it. Remember, only medical certificates from registered doctors are accepted. You retain the original certificate while a copy is kept on your file.

TRIPLE ZERO (000) EMERGENCY NUMBER

Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- police
- fire, or
- ambulance (which is covered by your OSHC).

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

NOTE: Dialling 000 as a prank call is an offence.

NON-LIFE-THREATENING

If you aren't in immediate danger, but you have experienced a non-life-threatening crime, such as theft (robbery) from your home or car, call the Police Assistance Line on 131 444.

If you need help when you're on campus, please contact any member of the Evolution staff

OTHER IMPORTANT NUMBERS

- State Emergency Services (SES) (132 500) for emergency support during dangerous weather including floods, cyclones and storms.
- Poisons Line (13 11 26) for up-to-date poisons information related to bites and stings, plants and mushrooms, or medicine and drug use.
- Health Direct (1800 022 222) for 24/7 expert health information and advice.

FIRST AID

If a student falls ill or sustains an injury and requires assistance, they should promptly reach out to any member of the Evolution staff, as first aid cabinets are accessible on the premises.

In the event of injuries or accidents, students must report them to their trainer or a staff member and complete the Incident Report Form.

Students with serious illnesses, allergies, or those who require daily medication should inform the Student Support Team or their trainers to arrange for any necessary assistance or accommodations.

EMERGENCY PROCEDURES ON CAMPUS

Please ensure that you familiarise yourself with the evacuation plan and identify your nearest emergency exit.

In the event of an emergency, remain calm and remember the following:

- **ALERT ALARM:** Stop what you are doing and wait for further instructions from your Trainer or other Evolution staff member.

- **EVACUATION ALARM:**

Prepare to leave and follow instructions from your Trainer or other Evolution staff member.

During the evacuation process:

- When told, leave the building safely.
- Don't think it's a practice or joke; take alarms seriously.
- Leave your things; they can slow down leaving and be dangerous.
- Keep moving; don't talk to friends or block stairs.
- Don't use elevators.
- The meeting place is corner of Thomas Street and Ultimo Road (in front of NAB Branch).
- Leave the building as you're told.



STUDENT CODE OF CONDUCT

Students are expected to adhere to the Student Code of Conduct, and any misconduct will not be tolerated. The disciplinary procedure is clearly outlined and enforced.

- Participate in assessment tasks as scheduled, honestly, and to the best of their ability.
- Follow safety practices and act in a manner that ensures the safety of oneself and others.
- Treat staff and fellow students with respect and fairness.
- Follow reasonable directions from Evolution staff members.
- Refrain from using hate speech against any individuals or groups based on race, origin, religion, disability, age, sexual orientation, or gender.
- Communicate with administration staff respectfully and politely.

DRESS CODE

Students must maintain a high standard of dress suitable for a professional environment:

- In the kitchen during practical sessions, students must wear their FULL chef uniform and closed-toe black shoes.
- At all other times, students must maintain a professional appearance conducive to a professional working environment.

Unacceptable attire includes thongs, singlet tops, midriff tops, board shorts, ripped or highly torn jeans. Any breaches of the dress code may result in the student being asked to change into more appropriate attire.

For theory sessions in the classroom, students must only wear SMART dress wear. That is:

- Smart dress pants or full-length pants.
- Dress or knee-length skirt.
- T-shirt with a collar (no singlet tops or midriffs).
- Enclosed shoes (no thongs or sandals).
- Long hair should be neatly tied back, clean, and groomed.

PERSONAL HYGIENE

Students are required to adhere to the following guidelines:

- Shower or bathe daily.
- Uniforms must be clean and pressed at all times without any exceptions.
- Hair should be clean and kept no longer than shoulder length during practical sessions in the kitchen. Longer hair must be tied up and secured underneath a chef cap/hat with a hairnet.
- Facial hair must be kept neat and tidy (trimmed) and covered during practical kitchen sessions. Alternatively, a beard guard must be worn, which students are responsible for purchasing at their own expense.
- Fingernails should be kept at a reasonable length, clean, and free from nail polish, stencils, or clear varnish.
- Maintain oral hygiene by brushing teeth daily.
- Use deodorant appropriately.
- Ensure that all footwear is clean and in good condition.
- In the event of a cut, burn, or open wound, students must use a blue band-aid and wear food handling gloves.

DRUGS AND ALCOHOL

Evolution maintains a strict drug and alcohol-free environment. The consumption, use, sale, or distribution of alcohol and/or prohibited drugs by any student on Evolution premises is strictly prohibited at all times.

Any student found to be under the influence of drugs and/or alcohol while attending training will be considered in violation of the policy and will face severe disciplinary action. This may include suspension, expulsion, or any other penalty deemed appropriate under the circumstances.

Smoking is also prohibited within the Evolution campus premises

PLAGIARISM

Plagiarism is the act of presenting someone else's ideas or work as your own, without proper acknowledgment. This can include materials from written, electronic, or visual sources, such as the internet, and can be presented in various forms, including written, oral, or visual presentations. It is essential to reference and explain how others' work supports your own, and submitting another student's work as your own is strictly prohibited.

At Evolution, the following actions are considered cheating or plagiarism, but are not limited to:

- Copying or using another student's work during an assessment, including practical assessments involving food.

- Replicating sections of another student's assignment.
- Allowing another student access to one's assignment for the purpose of copying content.
- Using content from printed materials or websites without proper attribution.

Students found guilty of cheating or plagiarism in any form of assessment will receive a "Competency not achieved/fail" (Not Yet Competent) for the relevant Unit of Competency. They will be required to repeat the unit at their own expense. Plagiarism may result in failure of the unit and could lead to expulsion from Evolution for repeat offenses.

ENGLISH ONLY

Throughout your course, it is expected that you communicate primarily in English, unless directed otherwise by a staff member. Utilising English as much as possible not only helps you improve your language skills more rapidly but also demonstrates respect for students and staff members who may not speak your native language.

MOBILE PHONES

Mobile phones must be switched off or set to silent mode during class. However, some trainers may incorporate technology into the classroom and request that you use your phone for educational purposes. Please follow their instructions accordingly and refrain from using your phone for personal activities such as browsing Facebook or messaging. If you

are anticipating an important call, please excuse yourself and step outside to take it. Answering calls in the classroom is considered rude and disruptive to the learning environment.

EXCURSIONS AND FIELD TRIPS

Excursions are an integral component of your learning experience at Evolution and are mandatory to attend.

UNACCEPTABLE BEHAVIOUR

The following are examples of unacceptable behavior or misconduct which may trigger disciplinary action against you. These include, but are not limited to:

- Behaving in any way that may offend, embarrass, or threaten others.
- Lack of personal hygiene.
- Theft, fraud, violence, assault, damaging, modifying, or misusing property or facilities.
- Discrimination, harassment, intimidation, or victimization of fellow students or staff, including the use of offensive language, sexual harassment, advances, or viewing of sexually explicit material via the internet or other mediums.
- Acting in an unsafe manner that places you or others at risk, including non-compliance with workplace health and safety regulations.
- Continued absence at required times.
- Continuous interruptions to the trainer while delivering course content.
- Refusing to participate when required in group activities.

- Being disrespectful to other participants, staff, or the public.
- Smoking in non-smoking areas or while in uniform.
- Being under the influence of alcohol or illegal drugs.
- Carrying weapons capable of harming others, including knives of all sorts, blades, and any other sharp objects (special considerations, e.g., religious requirements, must be applied for before course commencement).
- Breach of confidentiality.
- Non-payment of fees.
- Or any other objectionable behavior.

DISCIPLINARY PROCEDURE

If you do not comply with any of Evolution's Codes of Conduct or fulfill your responsibilities, you will go through a disciplinary procedure.

As part of our disciplinary procedure, you may, including but not limited to:

- Be removed from class.
- Be temporarily suspended from class.
- Receive an intervention that may lead to formal reporting (temporary suspension and/or cancellation).
- Receive a warning letter.
- In serious cases, you may be issued with an Intention to Report or Termination of your student enrollment.



STUDENT *RIGHTS & RESPONSIBILITIES*

STUDENT RIGHTS:

Students have the right to, but are not limited to:

- Being treated fairly and respectfully by others, no matter their differences.
- Having complaints addressed fairly and without any fear.
- Learning and working in a safe, supportive environment.
- Having their skills and knowledge recognised.
- Keeping personal information private.
- Sharing ideas and asking questions.
- Getting accurate information about courses, fees, and refunds before enrolling.

STUDENT RESPONSIBILITIES

Students have responsibilities to, but are not limited to:

- Meet their visa conditions if needed.
- Keep their Overseas Student Health Cover (OSHC) if necessary.
- Follow the terms of the agreement with Evolution, including paying fees on time.
- Check their Student Email Account often.
- Update their personal details quickly.
- Attend classes regularly and make good progress.
- Behave according to Evolution's rules.
- Follow all other policies and procedures.

ENGLISH COURSES

ACADEMIC & ATTENDANCE REQUIREMENTS

TIMETABLE

Timetable is 20 hours of face-to-face instruction per week

ACADEMIC PROGRESS

Throughout your studies at Evolution, you will undergo regular tests, quizzes, and projects aimed at helping you improve your English skills.

• Weekly Unit Tests:

These tests are conducted every week to assess your strong and weak areas. Your trainer will use the results to tailor their teaching methods to address your specific needs.

• Summative Assessments:

Every 5 to 6 weeks, depending on your level, you will take two summative assessments per level. If you miss a test, you will need to make arrangements to take it at another time and provide valid reasons.

• Class Participation and Homework:

Your participation in class, attitude towards learning, and completion of homework tasks will also be considered in your overall assessment. Your trainer will provide feedback on your progress.

• Intervention Strategy:

If your trainer believes that

you are not making satisfactory progress, they will discuss their concerns with you and involve the Academic and Student Support teams. Together, you will develop an intervention strategy, which may include additional homework, changing classes, or receiving tutoring. You will need to commit to this strategy to ensure your progress.

• Unsatisfactory Course Progress:

If despite receiving intervention strategy with additional support, you fail to maintain satisfactory progress, Evolution is obligated to report you, which may affect your visa status.

CLASS LEVELS

We are currently offering:

General English Level	CEFR	IELTS	Duration (weeks)
Starter	A1	N/A	12
Elementary	A2	3.5 - 4.0	12
Pre-Intermediate	B1	4.5 - 5.0	12
Intermediate	B1+	5.0 - 5.5	10
Upper-Intermediate	B2	5.5 - 6.5	10
Advanced	C1	6.5 - 10	10

English for Hospitality and Tourism Level	CEFR	IELTS	Duration (weeks)
Pre-Intermediate	B1	4.5 - 5.0	12
Intermediate	B1+	5.0 - 5.5	12
Upper-Intermediate	B2	5.5 - 6.0	12

ACADEMIC PROMOTIONS

We will consider promoting students to the next level when they have achieved proficiency at the current level, and when positive feedback is received from the class trainer regarding their performance.

If you believe your current class is not suitable for your level (either too easy or difficult), please speak to your trainer. They can provide guidance on how to maximize your learning experience. You may need to undergo a placement test (at an additional cost) to address the issue and find the most appropriate class for your abilities.

TIPS FOR SUCCESSFUL STUDYING

Here are some tips to help you make the most of your English learning experience:

- **Pay Attention and Ask Questions:** Stay engaged in class and don't hesitate to ask questions. Making mistakes is part of the learning process, so don't be afraid to speak up.
- **Practice Outside Class:** Try to use English as much as possible outside of class. Watch movies, listen to the radio, or join activities in your local community that provide opportunities for English practice.
- **Join Clubs and Activities:** Joining clubs or activities that interest you can provide ample opportunities for English practice while also

allowing you to make new friends. Consider joining a soccer club, arts club, hiking club, or any other group that appeals to you.

- **Make Friends:** Building friendships with English speakers can greatly enhance your language skills. Check out websites like [meetup.com](https://www.meetup.com) to find social gatherings and events in your area.
- **Utilise Online Resources:** Take advantage of free online resources to supplement your learning. Websites like ABC Education, BBC Learning English, EnglishClub, and UsingEnglish offer a wealth of materials and exercises to help you improve your English skills.

ATTENDANCE PROGRESS

Students on a student visa are required to attend an English course for 20 hours per week.

- If you're sick, please schedule an appointment with a doctor and obtain a Medical Certificate. Upon your return to Evolution, contact the Student Support Team and submit your certificate.
- In case of absence for any reason, it's essential to inform the school promptly.
- Being more than 15 minutes late will result in being marked absent for the session, requiring you to wait for the next session to join.
- Your trainer will notify the Student Support Team if you miss more than three consecutive days of class.

• If your attendance drops below 95% due to missing several classes, your trainer will arrange a meeting with you to discuss your attendance.

• Continued falling attendance, dropping below 90%, will result in receiving a formal First Warning Letter via email. You will then need to meet with the Student Support Team to explain your falling attendance and be reminded of the visa condition to maintain attendance at a minimum of 80%.

• A Second Warning Letter will be issued if your attendance falls below 85%, requiring another appointment with the Student Support Team to discuss strategies for maintaining the required minimum of 80%.

REPORTING PROCEDURES

Evolution has procedures for reporting students who are not making satisfactory course progress, and therefore in breach of their visa requirements, to the Department of Education through the Provider Registration and International Student Management System (PRISMS).

VOCATIONAL COURSES *PROGRESS REQUIREMENTS*

ACADEMIC PROGRESS

In relation to your academic progress, please refer to Evolution's policies and procedures as outlined in your offer letter and available on its website. You must maintain satisfactory performance standards by passing Units of Competencies (UoC).

Student progress is reviewed at the end of each study period. If you are found to be Competency not achieved/fail (Not Yet Competent) in half or more of your completed units, you will trigger an intervention strategy, which may include counseling, referral to reassessment, repeat, or any other supports as needed. Your course progress may also be identified for review during the study period and at other times, including on return from suspension of studies and after an extended absence.

ATTENDANCE PROGRESS

It should be noted that a student's attendance is monitored in conjunction with their academic progress. If a student falls below the attendance threshold (80% of the scheduled contact hours for the course), which may threaten their progress, they are subjected to an intervention strategy.

Students must arrive before class starts to prepare for the lesson and change into their uniform if needed. Lateness disrupts other students and results in missed valuable work. Students are expected to return to class on time after breaks. Continual lateness and disruption may result in being asked to leave and return on time to the next class, which will be marked as a non-attendance.

Attendance is recorded daily using your Digital Student ID, capturing the time you start and finish your class. Even if you attend every day,

consistent lateness will lower your attendance percentage.

Students are required to notify the Student Support Team and their trainer if they are unable to attend a class. Absence on the date of a practical class or assessment will require the student to re-sit the class or be reassessed on another date.

Students identified as not making satisfactory course progress or having poor attendance may receive a warning letter, and they may be subject to an intervention strategy.

REPORTING PROCEDURES

Evolution has procedures for reporting students who are not making satisfactory course progress, and therefore in breach of their visa requirements, to the Department of Education through the Provider Registration and International Student Management System (PRISMS).





VOCATIONAL COURSES

TRAINING & ASSESSMENT

TRAINING

When beginning each Unit of Competency (UoC), your trainer will discuss the suggested content matter for the unit, including how you will be assessed. If you have specific learning needs, the trainer will ensure that the methods used reflect your requirements. Before the start of each unit, your trainer and assessor will outline how the unit of competency will be trained and assessed. Before attempting your assessment, you will also need to acknowledge that you understand the assessment conditions.

You will attend regular classes where the trainer will moderate the learning pace, method, and sequence appropriate to your learning needs. Learning methods will vary and can include case study scenarios, field trips, hands-on practical classes, role-play techniques, discussions, presentations, and assignments.

ASSESSMENT

Throughout each unit your skills and knowledge will be assessed in several ways.

Your trainer will provide you with feedback and guidance based on informal assessments you do in class and the kitchen. These assessments do not contribute to your final grade but give you and your trainer information about your progress.

All trainers and assessors have vocational competency which means that they have the particular skills and knowledge relevant to the industry area in which they are delivering as well as the required qualifications in order to train and assess.

For each unit there are a number of assessments.

These may include interactive activities, written exams, projects/ assignments or practical observation in the kitchen. The level of your performance is assessed against the units which form the national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

If your knowledge and skills are deemed 'satisfactory' in these assessments, you will be marked C (COMPETENT) for the unit or if you cannot demonstrate your skills you will be marked Competency not achieved/fail (Not Yet Competent) . In the instance of being marked as Competency not achieved/fail (Not Yet Competent) you will be notified and will be given opportunity of reassessment or repeat.

WORK PLACEMENT

Work placement will be required as part of a course where:

- the training package states that work placement is to be completed.
- the most appropriate method of training or assessment is through a work placement in an appropriate industry workplace.
- a course has been identified as requiring a work placement component Evolution will identify the specific units and the reasons that work-based training is the most appropriate form of delivery and assessment.

• **Additional Work Component** is registered to allow students on student visa to work and gain industry experience; and

- ▶ this additional work component must be reviewed and utilised within the hospitality industry.
- ▶ it is mandatory for applicable students, and

evidence of working in a hospitality environment must be provided.

- ▶ failure to do so will result in the withholding of the student's certificate upon completion of their qualification.
- The specific number of work placement hours and the specific workplace requirements will be determined and included in the total course structure.

EVIDENCE OF HOURS

Students must provide evidence of the hours completed during their work placements, as these hours are a requirement of the course.

All work placement evidence will be uploaded to the student learning system, where trainers and assessors will monitor the student's progress. This ensures that students fulfill their work placement obligations and allows for proper assessment and tracking of their performance.

LOGBOOK

You will be required to complete a **"Logbook"** and gather the necessary evidence as instructed by your trainers. Your trainers will provide feedback on your submissions, and if you have any specific questions, it's advisable to schedule a consultation with them.

FIND A JOB

Students are encouraged to actively seek out their host employer for work placements. The Workplace Suitability Application will be utilized to assess the suitability of the potential host employer.

In cases where students are unable to find a host employer, Evolution will collaborate with industry contacts to identify suitable placements, and the suitability of these potential host employers. Evolution can support students in various ways, including:

- Assisting students in updating their resumes to meet industry standards
- Conducting one-on-one meetings to discuss career goals, experience, and location preferences, and devising action plans
- Hosting workshops on effective interview techniques
- Facilitating the submission of job applications to Evolution's industry partners, considering the student's suitability for the position and the availability of vacancies
- Providing guidance and coaching throughout the job-seeking process as needed

Voluntary placements can offer valuable opportunities to enhance your skills and experience. While participation is optional, it can provide significant benefits and may accelerate your career progression.

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All Voluntary placements must have a Memorandum of understanding (Contract), which is between the Evolution, student and the employer. The days and hours are agreed to and fixed.

CHANGE JOB

Students are required to complete the Workplace Suitability Application for Evolution to determine the suitability of the host employer.

SUITABLE HOSPITALITY WORK PLACEMENT ESTABLISHMENTS

- Minimum 3-star Hotel or Motel;
- Restaurants;
- Bistro or Café;
- Conference, Function or Catering Centre;
- Events or Hospitality Team of a Corporate Business;
- Meetings & Events Centre;
- Registered Licensed Club eg RSL, Golf, Leagues etc;
- Resorts;
- Contract Caterers;
- Other venues with professional industrial kitchens (eg hospitals, aged care, childcare facilities).

SUITABLE HOSPITALITY WORK PLACEMENT JOB TITLES

- Commercial Cookery, Asian Cookery Pathways
Kitchenhand, Catering assistant, Sandwich hand, Cook, Commis Chef, Demi Chef, Chef de Partie
- Patisserie Pathways
Kitchenhand, Pastry production assistant, Pastry Cook, Commis Chef, Pastry - Demi Chef, Pastry - Chef de Partie
- Hospitality Pathways
Door Person, Porter, Food & Beverage Attendants, Room Service Attendants, Front Office: Receptionist, Reservation Agents, Guest Service Agents, Food & Beverage Supervisor, Room Service Supervisor, Concierge, Front office supervisor, Housekeeping supervisor.

RECOGNITION *OF PRIOR LEARNING AND CREDIT TRANSFER*

Credit will be granted to students for units of competency and/or modules if they provide evidence that they have completed the relevant UoCs from another registered training provider.

Additionally, credit will be awarded if students can demonstrate current skills and experience through sources such as job performance, resumes with supporting documents,

logbooks, job descriptions, projects or assignments, or workplace interviews.

To apply for Recognition of Prior Learning & Credit Transfer, students should complete the appropriate form available on the Evolution website at www.evolution.edu.au.

Please note that there is a fee associated with Recognition of Prior Learning & Credit Transfer. For detailed information on fees, charges, and refund policies, students should refer to the Fees, Charges, and Refund Policy & Procedures section on the Evolution website.





COURSE COMPLETION

COMPLETE ENGLISH COURSE

At the end of your course, you will receive a Certificate of Attainment confirming the completion of your studies.

COMPLETE QUALIFICATIONS

When you have completed your course, we will either issue a Certificate attached to a Record of Results or Statement of Attainment.

INCOMPLETE QUALIFICATIONS

If you leave the course without completing and being deemed competent in all assessments, you will only receive a Statement of Attainment. This document lists the units in which you have been assessed as competent.

GRADUATION

A graduation ceremony is held to honor graduating students.

Upon completion of their course, students will receive a formal invitation to attend the ceremony along with details. All completing students are encouraged to participate in the ceremony and celebrate their achievements with friends and family.

STUDENT SUPPORT

Evolution offers a range of student services aimed at supporting students throughout their time with us and creating a positive and engaging learning environment.

Student activities are organised periodically throughout the year, and all students are invited and encouraged to participate in these events.

STUDENT SUPPORT TEAM

If you encounter any challenges while living in Australia or have concerns about your progress, our dedicated Student Support Team is here to help. They can assist you in various areas, including:

- Settling in issues
- Health concerns and managing class absence due to health issues
- Support for students experiencing distress
- Accommodations for special learning needs
- General study support
- Setting study and personal goals
- Managing study-related stress and exam preparation
- Handling appeals and conflict resolution
- Exploring options for further study

Our Student Support Team is committed to ensuring equal access and assistance for all students. They also maintain a list of contact information for various services, including the local Department of Community Services, which may be helpful in addressing your concerns.

To schedule an appointment with the Student Support Team, you can complete the form on the Evolution website or send an email to studentsupport@evolution.edu.au.

Respecting the time of appointments with Evolution staff members is essential. It's considered impolite to be late as the person you're meeting has set aside time for you.

If you're more than 15 minutes late for an appointment or fail to contact within that time frame, the appointment will be canceled. If you anticipate being late or need to cancel, please notify the office promptly by phone.

LANGUAGE, LITERACY AND NUMERACY SUPPORT

Language, literacy and numeracy skills are generally included and identified in all course programs.

The LLN level is assessed during the enrolment process. We offer LLN support services to provide students with advice and assistance in improving their language, literacy, and numeracy skills throughout their studies.

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OTHERS

GIVE FEEDBACK

During and after your course, you'll be asked to complete a Satisfactory Survey and an AQTF Learner Survey. These surveys focus on your engagement in activities aimed at promoting high-quality skill outcomes and gather your perceptions of competency development and support received from Evolution.

If you have any concerns, issues, or suggestions for improvement, please reach out to the Student Support Team. Evolution is committed to continuously enhancing its learning and teaching environment.

Don't hesitate to share any ideas or suggestions for improvement with us! You can inform the Student Support Team. We are dedicated to providing excellent service to our students and value your input.

DEFER, SUSPEND OR CANCEL

If you wish to defer, suspend or cancel your enrolment, you need to refer to Deferment, Suspension and Cancellation of Study Policy and Procedure on www.evolution.edu.au for more details.

COMPLAINT OR APPEAL

Any student is entitled to make a complaint or appeal to Evolution. Further information about how to make a complaint or appeal can be found in Grievance, Complaints and Appeals policy on www.evolution.edu.au.

FEES

- All tuition fees, non-tuition fees and other fees are disclosed on Price Lists, Enrolment Forms, LOO and available on Evolution Website.

REFUND

- will not be provided in any unexpected interruption in services through events such as staff strikes, natural disasters, pandemics, critical incidents and other similar events which are outside of Evolution's control and cause cancellation of classes. Evolution will arrange alternative classes for the students to ensure course completion.
- will only be proceeded on the paid amount.
- will be deducted if outstanding debts are owed by the student to Evolution.
- will be refunded to the student's account; or as stated on the Cancellation / Refund Application Form.
 - ▶ Refund requests must be made in writing and the signature needs to match that on the passport.
 - ▶ Refund entitlements will be calculated under the ESOS Act and related regulations, legislative instruments, and standards.

For more details, please visit www.evolution.edu.au

**Believe
Achieve
Succeed**



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