



Contempo College

Domestic Student Handbook

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CONTEMPO COLLEGE

NATIONALLY RECOGNISED TRAINING

This document has been prepared to assist you in making a fully informed decision to enrol in Nationally Recognised Training with **Contempo Education Pty Ltd** trading as Contempo College. Established in 2020, Contempo College delivers nationally recognised training to domestic and international students in the areas of **hospitality and management**, health, civil construction, business and management with a focus on school leavers and those employed or seeking to be employed in mid to high-level positions within the hospitality or business sectors.

About Us & Our Guarantee

Contempo College has been established since 2020 to deliver nationally recognised training to domestic and international students in the areas of hospitality and management, with a focus on school leavers, those employed or seeking to be employed in mid to high-level positions within the hospitality or business sectors, or working in the sector in their chosen vocation.

✓ We Guarantee

- Industry-recognised and developed training
- Practical scenarios to ensure your training provides the skills required
- Support services to ensure your training can be completed

✗ We Do Not Guarantee

- You will successfully complete the training — the onus is on you to undertake all training and complete all assessment tasks
- You will be employed at the conclusion of your training — we are not an employer

Course Information

About the Qualification

All courses are available on the Contempo College website.

We encourage you to review the information carefully to make an **informed decision** about your study options.

View all courses here:

<https://contempocollege.edu.au/>

Amount of Training

Contempo College is required to meet the requirements of the Volume of Learning for all students, as described in the Australian Qualifications Framework (AQF) for each unit of competency on scope.

Entry & Enrolment Requirements

When you have determined the right training for you, as part of the enrolment process, we will be required to undertake an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment. This will include a short interview as to your knowledge and experience of the industry you are training to gain employment in, as well as a Language, Literacy, Numeracy and Digital Skills (LLND) test. All of these are designed to assist us in understanding any additional assistance you may need prior to commencing your training.

Initial Skills Assessment

Two-part process: a short industry knowledge interview conducted by our trainers, and a supervised Language, Literacy and Numeracy (LLN) assessment conducted under supervision by a trainer assessor.

This is designed to assist us in understanding your ability to complete the course and any additional assistance you may need prior to commencing your training. Note: prior learning is not required to undertake our training, however, for all training we offer, industry requires a good understanding of written and spoken English.

Eligibility — You Must Be

- Australian citizen
- Permanent resident
- Humanitarian visa holder
- New Zealand citizen
- Hold a Visitor, Work or Business Visa with study provisions (can only study for the period allowed on your Visa)

Training Venue

Level 3, 379 Hay Street, Perth WA 6000 Australia. Our venue is centrally located to public transport, cafés and restaurants, shopping precincts, and off-street parking. Facilities include a training room, library, breakout room, offices for confidential meetings with your trainer or the director, a simulated work environment for practical training and assessment where not able to be done in an actual workplace, refreshment facilities, and a student lounge.

Assessment

Assessment principles of **validity, reliability, fairness, and sufficiency** are met through a combination of written assignments, oral assignments, practical assessments, and summative assessments. Competency standards as set in the relevant training package are the benchmarks for assessment. All assessments comply with nationally endorsed training package guidelines and are determined by a vocationally competent assessor holding the current Certificate IV in Training and Assessment or its successor. On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.



Written Assessment

Requires the learner to answer a series of written questions to capture evidence of knowledge required for the work outcomes of the unit of competency.



Practical Assessment

Requires the student to be observed completing a task or series of tasks to demonstrate they have acquired the required skills to be successful in the work outcomes of the unit of competency.



Oral Questioning

May be used to enhance or clarify answers provided in the written assessment and to address actions undertaken or omitted during the practical demonstration.



Re-Assessment

Students not successful at the first attempt are afforded **2 free re-attempts**. If still unsuccessful after the 3rd attempt, students will be counselled to repeat the entire unit and will be charged a pro-rata portion of total course fees. At completion of the 2nd re-attempt, if the student is still not successful, they are deemed Not Yet Competent (NYC) and advised of their appeal rights.

- ① Students not satisfied with their academic mark may appeal the result in writing to the Director, who will investigate and review the result. Students will have the opportunity to be re-assessed on an individual basis by mutual agreement. This may be arranged prior to course completion to allow for students to graduate with other class participants. Note: Should you not complete the assessment task on the alternate date, you may be charged an alternate assessment fee.

Attendance, Behaviour & Standards

Attendance Requirements

An amount of training (also referred to as Volume of Learning) is required to be completed prior to undertaking the assessment for each qualification and Unit of Competency. To achieve the amount of training, students must:


- Undertake at least **80%** of the structured hours allocated to each qualification
- Satisfactorily complete **100%** of the assessment tasks

We allow non-attendance for 20% of the structured training hours to cover occasional absences and illnesses, including illness supported by a medical certificate. Non-attendance due to illness must be evidenced by a medical certificate from a Legally Qualified Medical Practitioner — you may not produce a sickness certificate from a chemist. You are not allowed to be absent from a designated training day for paid employment. Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course. Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid. As soon as practicable after we become aware a student is no longer able to achieve 80% attendance, they will be notified of breach and offered catch-up sessions (additional fees may apply). Lateness to class on any day is not acceptable — when you are delayed, you must notify the trainer by text or phone to inform of delay. We expect all students will be in the room on time after breaks throughout the day.

Behaviour & Dress Code

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to but not limited to Equal Opportunities, Harassment, Bullying and Discrimination.

- No thongs, ripped/torn clothing, unnecessary exposed flesh, or offensive prints/words
- No swearing or abusive language
- No mobile phone use during class times or recording of content
- No eating in the classroom
- No playing games on mobile devices during class times
- Lateness returning to class from breaks is unacceptable
- No disrespectful behaviour to other students, trainers, or individuals
- No misuse of our computer system
- No littering
- No engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means
- No jumping, standing on, or putting shoes on furniture

 **Smoking, Drugs & Alcohol:** Smoking is prohibited in all buildings and covered areas — students are expected to use designated smoking areas. Students shall be drug and alcohol free at all times during the course or their enrolment may be cancelled and the relevant authorities notified.


Fees & Payment

All fees are advertised on the website. Domestic students will not pay more than \$1,500 in advance at any time

A payment schedule will be customised when the Enrolment Letter is generated. After your initial skills assessment and successful completion of the knowledge test has been completed and your application for enrolment is accepted, we will advise you of the course fee to be paid.

Summary of All Fees

| Fee Type | Amount |
|-------------------------------|-------------------|
| Enrolment Fee | \$250.00 |
| Resource Fee | As per the course |
| Course Change Fee | \$500.00 |
| RPL Application Fee | \$500.00 |
| RPL Assessment Fee (per unit) | \$500.00 |
| Replacement Certificate/SOA | \$50.00 |
| Cancellation Fee | \$500.00 |
| Late Payment Fee | \$100.00 |

 It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of enrolment. Any late fee payments will incur a late fee payment of \$100.00. Should a student require an extension for their fee payments, they must apply in writing to the CEO at least two weeks prior to the fee being due.

Note: Should the payment not be made by the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Any costs incurred in the collection of fees are the responsibility of the student/parent/guardian. A learner with outstanding fees may be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date, and this will impact on your completion date. No Certification and/or Statements of Attainments are issued until all fees are up to date.

Cancellations, Refunds & Cooling-Off

Cooling-Off Period

To assist you in making the right decision, we allow a **two-day cooling-off period** immediately after the completion of your initial skills assessment. At the end of your cooling-off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

Cancellation

Cancellations made prior to course commencement must be made in writing and are deemed to take effect on receipt of your written notification. Cancellations after course commencement must be notified in writing — you will be refunded the unused portion of your course fees, however the initial deposit is not refundable.

Withdrawing from a Course

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, **no refund will be given**. If you owe fees, no Certification and/or Statement of Attainments are issued until all fees are up to date.

Refund Process

All applications for a refund must be made in writing on the Application for Refund Form, available at the Student Administration Office. Claims must include: date of claim, full name, course enrolled, basis for claim, amount claimed, address for refund, payment details, student's signature, and all relevant documents. Claims will not be processed where the signature on the claim does not match the student's signature shown on other documents provided for admission to Contempo College. Refunds will be reimbursed in Australian dollars. Where a student is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with the Complaints and Appeals Policy and Procedure.

- **Full Refund:** Where Contempo College cannot provide prepaid services, or where the College instigates a venue/date change not suitable to you (includes enrolment fee)
- **Partial Refund:** Course commenced but unable to complete due to unforeseen circumstances (unused portion only)
- **No Refund:** Poor/non-attendance, poor behaviour, false or misleading information, or failure to comply with RTO conditions

i All refund applications are determined within **10 working days** and paid within **28 days** from the date of application. Refunded monies are paid only to the registered student or an authorised third party.

Student Support & Services

Learning Support

If you have any learning difficulties, we encourage you to write the information on your enrolment form during application or to let us know by talking in confidence with your trainer or director prior to course commencement. Assistance may include referral to the Reading and Writing Hotline, access to a dictionary or interpreting device, or a Foundation Skills program at a Community College or TAFE.

Non-Vocational Support

We are able to assist with the determination of suitable non-vocational support services to assist students, including but not limited to: accommodation assistance, Centrelink, counselling, food/material assistance, Legal Aid, personal support, Australian Tax Office, Ethnic Communities Council, Women's Legal Resource, and interpreting services. Any services provided to assist the learner to complete their training successfully are provided free of charge, including referrals to external services. Where possible, such external services will be a not-for-profit or international student services-specific organisation.

Grievances & Appeals

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises. A complaint relates to any matter not related to your training outcomes, and an appeal only relates to your training outcomes. You may complain or appeal informally (a brief discussion with your trainer) or formally in writing where an investigation is required. Our full complaints and appeals procedure is available in your pre-enrolment package or by phoning or emailing our office. Any investigation conducted by Contempo College into a complaint or grievance or academic appeal is at no cost to the student; however, if external mediation services are engaged, this is on a cost-recovery basis to be negotiated at the time of engagement.

Privacy

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student. Our full privacy policy is available in your pre-enrolment package, for download from our website, or by phoning or emailing our office.

Work Placement, RPL & Key Policies

Work Placement

Contempo College will arrange work placement on the learner's behalf for SIT50416 Diploma of Hospitality Management. Placement is assessable via a placement logbook provided as part of learner resources. Each period of work placement will give you an opportunity to build relationships, establish networks, and practice and demonstrate the skills and knowledge you have acquired as part of your training as relevant to the units of competency and are a requirement of the training package. You are required to attend this period of work placement, as it is a part of your course — you will not be able to miss a day of work placement without a doctor's certificate and will be required to make up the missed hours.

Police & Working with Children Checks

All students undertaking work placement must have a current national police clearance prior to attending placement. All national police clearances must be "clean" or the organisation will not accept you for work placement or employment in Australia. Where you are allocated a hospital or care facility that has children under the age of 18, you must also have a Working with Children Check registration.

Recognition of Prior Learning (RPL)

Recognition of prior learning and/or current competencies is a process for giving students credit for skills, knowledge, and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering. Credit Transfer is the process where you have successfully completed units of study that are deemed equivalent to the units of study you will undertake at Contempo College. If you fit in this category, enquire about RPL/RCC or Credit Transfers (CT) which could significantly shorten your study requirements. All students are made aware of the ability to apply for course credit via an RPL, CR, or CT application throughout the enrolment and induction process.

- **Application fee:** \$500.00 per application (irrespective of the number of units)
- **Assessment fee:** \$500.00 per unit of competency applied for

Applications for credit transfer and/or RPL must be made at the time of submitting an application for enrolment. If a student has already started their course of study, they are to place any applications for course credit by the 2nd week of the first term of study in their enrolled course. All applications are to be submitted to administration and include certified documents or original documents to be sighted and copied by Student Administration. Applications will not be accepted unless all required information is included.

- ① A QF certification documentation is issued within **30 calendar days** of a student being assessed as meeting requirements, provided all agreed fees have been paid. In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.