Disclaimer: Information contained in this prospectus may not be sufficient to make an enrolment decision. This prospectus must be read in conjunction with Frontier Leadership Student Handbook, website and Policies & Procedure. Please contact Frontier Leadership Student Admissions for any assistance with interpretation or further information before making an enrolment decision.
About Us

Frontier Leadership is a private Registered Training Organisation, incorporated in 2010. Frontier Leadership is a national trainer in vocational education delivery (Certificate, Diploma, Advanced Diploma Qualifications).

Frontier Leadership is a Queensland State approved “Pre-Qualified Supplier” (PQS) to deliver “User Choice” & “Higher Level Skills” (HLS) program. The program supports the Queensland Government’s Working Queensland jobs plan. The program provides a government subsidy to support eligible individuals to access one subsidised training place in selected certificate IV and above qualifications, or priority skill sets.

Our team has many years of experience with large national organisations in both operations and human resources, so we understand the challenges in today’s markets. Frontier Leadership have a team of experienced facilitators and training designers who can assist with all of your training and development needs.

Our approach is practical, up to date, effective and enjoyable. Our interactive training provide opportunities to address real life challenges – theory is just the beginning to greater understanding.

Students are provided with the opportunity to hone their skills and put what they have learnt into practical use. Our seminars and workshops are also conducted and actively supported by our industry partners, giving our students an insight into the industry’s demand.

Frontier Leadership courses are of great benefit to a wide spectrum of learners including employees, those looking to get back into the workforce, school leavers and for people in supervisor and management positions.

Frontier Leadership has worked with some of the largest industry leaders in the Australian market delivering training and qualifications. Whether it be improving customer service skills or enhancing senior leadership practices, Frontier Leadership is ready to take your team to the next level of professional performance and personal growth.

Why you should study with us

1. Highly supportive learning environment
2. Gain the relevant skills needed to succeed
3. Gain an abundance of knowledge for your chosen career path
4. Experienced trainers to help you on your journey
5. Recognition of prior learning and experiences
6. Inner city location
7. State of the art infrastructure
8. QLD state government approved “Pre-qualified supplier” (PQS)
9. Strong industry support network for work & job placements
## Course Overview

<table>
<thead>
<tr>
<th>CRICOS Code</th>
<th>National Code</th>
<th>Qualification</th>
<th>Duration (incl. holidays)</th>
<th>International Tuition Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*TBA</td>
<td>BSB50215</td>
<td>Diploma of Business</td>
<td>52 weeks</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Hospitality</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Commercial Cookery</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*TBA</td>
<td>SIT30816</td>
<td>Certificate III in Commercial Cookery</td>
<td>52 weeks</td>
<td>$9,750</td>
</tr>
<tr>
<td>*TBA</td>
<td>SIT40516</td>
<td>Certificate IV in Commercial Cookery</td>
<td>81 weeks</td>
<td>$15,250</td>
</tr>
<tr>
<td><strong>Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*TBA</td>
<td>SIT50416</td>
<td>Diploma of Hospitality Management</td>
<td>91 weeks</td>
<td>$19,250</td>
</tr>
<tr>
<td>*TBA</td>
<td>SIT60316</td>
<td>Advanced Diploma of Hospitality Management</td>
<td>104 weeks</td>
<td>$23,000</td>
</tr>
</tbody>
</table>

*The course tuition fees above, quoted in Australian dollars, are valid for 2016 only and are subject to change. Please visit our website to download an electronic version of the prospectus. These prices are indicative only.*
Entry Requirements

To enrol into Frontier Leadership (FL) courses, prospective students need to meet the below entry criteria:

**Academic:**

- Students are required to meet a minimum academic level to study with Frontier Leadership. Applicants need to show they can meet one of the following entry criteria*

<table>
<thead>
<tr>
<th>Level of Study</th>
<th>Academic Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III</td>
<td>Satisfactory completion of the equivalent of Australian Year 11 or higher</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>Satisfactory completion of the equivalent of Australian Year 11 or Certificate III or higher</td>
</tr>
<tr>
<td>Diploma</td>
<td>Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher</td>
</tr>
<tr>
<td>Advanced Diploma</td>
<td>Satisfactory completion of the equivalent of Australian Year 12 or Diploma or higher</td>
</tr>
</tbody>
</table>

Students without formal secondary qualifications may required to complete Frontier Leadership’s Language, Literacy and Numeracy test.

Some courses may require ; satisfactory completion of prerequisite units or qualifications. Such requirements are detailed in the individual course information.

**LLN requirements:**

Frontier Leadership will also monitor Language, Literacy and Numeracy (LLN) skills and may require students to take an LLN test before the commencement of training or even after commencement of course ,where trainer identifies student is having LLN difficulties

The test will be assessed by an authorized FL delegate or qualified Trainer/Assessor. If need for LLN support is identified student will be referred to LLN support options available including LLN support officer or referring to enrolling in to English programs or Numeracy workshops.

**Age requirement:**

- Students must be 18 years of age or above.

**English Language Requirements (International Students)**

International students applying either off-shore or on-shore will require:

i) Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;

or, IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;

or, ELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Results older than two years are not acceptable.

OR

ii) to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

iii) to provide evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher level qualification, from the Australian Qualifications Framework.
Campus Facilities

Campus Location
Frontier Leadership is conveniently located at 4/445 Upper Edward Street, Brisbane, right in the Brisbane CBD. The campus is located 300 metres from Brisbane’s Central Train Station and a short walk to the King George Square bus station. The campus can be accessed via lifts. The campus also has disabled access to facility.

Classrooms
Classrooms at Frontier Leadership are modern, well lit, air-conditioned facilities and equipped for effective learning.

Student Administration and Support Services
Student Administration is your first point of contact for any queries and concerns you may have. They are easily accessible either in person, via phone or email: admin@frontierleadership.edu.au

Computer Lab
Frontier Leadership has a well-equipped computers lab with high speed internet access available for student use. Students are welcome to bring their own laptops during classroom and study, with access to the Student Wi-Fi connection.

Training Kitchen Facilities
All training for commercial cookery units will be delivered in a commercial kitchen facility. Frontier Leadership will be using kitchen facility located at Craigslea High School, 685 Hamilton Rd, Chermside West QLD 4032.

Food and Drink
With Frontier Leadership’s central location, there are plenty of hot spots for students to visit to cater to any of their food and drink needs. Queens Plaza located a very brief walk from the campus houses a number of restaurants and cafés as well as a grocery store. As well as Queen Street Mall another short walk away and a variety of gourmet cafés scattered around the area. A lovely eating area and campus kitchen facilities are available for students to relax while they have a quick bite and meet with others.

Student Resources
Student resources are available for use, with a selection of materials for students to utilize when needed. The campus also features free Wi-Fi internet access, as well as printing and copying facilities. Our resources are all maintained and updated regularly with the appropriate material. FL has a library resource available for student use. Please see the reception if you wish to use any resources.
Studying with Frontier Leadership

Student Support Services

A Student Administration Officer will provide details about all of our services during the orientation process. There are staff available during office hours to provide students with necessary information on relevant areas.

Student Support Officer:

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If you believe that these types of issues are affecting your studies, please speak with your trainer or any of our staff members, so that we may assist you. External counselling will be available for students seeking further professional assistance.

Student Support Officers provide academic and non-academic counselling to students. In the event of a student needing professional counselling, counselling sessions from a number of agencies can be provided.

Student Administration: Handles specific enrolment and course queries.

Trainers: Handles all specific subject and assessment queries and work placement.

Reception

Receptionist: Handles all general course, enrolment and administration queries.

Our receptionist is available from 8:30am until 4:30pm Monday to Friday and can also be contacted on:

Brisbane Campus: 1800 337 600

Emergency Contact: 0423097246 (24 hours)

Orientation

Orientation is conducted prior to course commencement. The purpose of the orientation is to fully inform new students of most aspects of study with Frontier Leadership and to provide an introduction to studying with us. Students are provided with detailed information about settling in Australia, course progress and safety and security.

Student attendance and course progress is carefully monitored to ensure students do not fall behind in course requirements, as we want all students to succeed.

Where a student has been identified as not attending consecutive classes and has not completed assessment satisfactorily, they will be contacted for explanation and meetings will be conducted where necessary. Intervention strategies may then be put into place to assist students to achieve the study goal they initially set out to achieve.

If you are having any difficulties, we ask that you contact Student Administration at the earliest opportunity so that we are able to provide you with support in the best possible way.

If you would like information on any of the following areas or issues, ask via reception, and our staff or your trainer will assist where they are able, or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Accommodation support
- Access and equity issues
- Language, Literacy and Numeracy (LLN) support
- Complaints and appeals process
- Course progress and attendance policy
- Appeals/conflict resolution process
- Provision for special learning needs
- Provision for special cultural and religious needs
- Emergency health services
- Education and career counselling
- Assistance when applying for credit transfer and RPL
- Stress management
- Basic legal guidance
- Medical assistance
- Any other issues.

For details, please refer to our Student Support Policy; available at on our website at:

www.frontierleadership.edu.au/downloads
Highly Qualified Staff

All of our trainers and assessors are highly qualified with real industry experience and have completed the qualifications relevant to their respective roles.

Qualifications to be Issued

Qualifications gained through Frontier Leadership are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and are recognized nationally.

Students who complete all assessment requirements for a qualification will be awarded a certificate reflecting the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g.: licensing or professional registration) may apply to some occupations and locations.

Code of Behaviour

Students maintain, and must uphold, the right to be treated fairly, with respect and courtesy, without discrimination; regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status. Students should maintain and uphold an environment that is free from all forms of intimidation, which supports their learning without interference from others, which is safe, clean, orderly and co-operative and which respects and protects personal and Frontier Leadership’s property from any and all damage or misuse.

Course delivery

A number of approaches to course delivery are used by Frontier Leadership staff. Course delivery approaches may include: teacher-led classroom delivery, workshops, practicals, seminars, tutorials, online and blended learning tools such as web-based workshops and tutorials and online training, as well as supervised study.

Arrival Assistance

Upon request, an airport pick-up service can be made available for arriving students. This is undertaken as part of a meet-and-greet service, and requires at least one weeks notice to Frontier Leadership via email to admin@frontierleadership.edu.au prior to student arrival. Please note there is a fee for services, refer to the fees and charges section located in this Prospectus or contact Frontier Leadership by phone or email.

Accommodation Assistance

Frontier Leadership does not have its own accommodation facilities, however assistance will be provided to students upon request. There is a fee for services. At least two weeks notice prior to arrival is required.

Student Counselling

Stress, financial difficulties, health, family, relationship issues, and social issues can all affect your ability to settle into study. Frontier Leadership can offer a confidential student support service and external referral wherever necessary.

The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students when Frontier Leadership is unable to fully deliver their course of study. The TPS ensures that international students are able to either:

Fees and Charges

<table>
<thead>
<tr>
<th>Fee</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fee</td>
<td>Please refer to individual course information</td>
</tr>
<tr>
<td>Application Fee</td>
<td>$150</td>
</tr>
<tr>
<td>Resources and Material Fee</td>
<td>Tuition fees include all resources material fees</td>
</tr>
<tr>
<td>Enrolment Variation Fee</td>
<td>$100</td>
</tr>
<tr>
<td>Unit Repeat Fee</td>
<td>$300</td>
</tr>
<tr>
<td>Reassessment Fee</td>
<td>$20 (After 2 free resit opportunities)</td>
</tr>
<tr>
<td>Overseas Bank Transfer Fee</td>
<td>$30</td>
</tr>
<tr>
<td>RPL Fee</td>
<td>Varies for qualifications and units (see Frontier Leadership website)</td>
</tr>
<tr>
<td>Change of CoE Fee</td>
<td>$50</td>
</tr>
<tr>
<td>OSHC (Overseas Student Health Cover) Fee</td>
<td>To be advised upon application. Students can also organise health cover on their own.</td>
</tr>
<tr>
<td>Airport Pickup Fee (optional)</td>
<td>$100</td>
</tr>
<tr>
<td>Accommodation Placement Fee (optional)</td>
<td>$100</td>
</tr>
<tr>
<td>Homestay for student (optional)</td>
<td>Depends on individual student needs</td>
</tr>
</tbody>
</table>

*The course tuition fees above, quoted in Australian dollars, are valid for 2016 only and are subject to change. Please visit our website to download an electronic version of the prospectus. These prices are indicative only.
Policies and Procedures

All Frontier Leadership Policies and Procedures, as well as forms can be obtained by contacting Student Services or can be downloaded via the Frontier Leadership website.

Fee Payment and Refund Policy

It is the policy of Frontier Leadership to have a refund policy that is both fair and reasonable to the students and Frontier Leadership.

Payment of Tuition Fees

a. The initial tuition fee as stated in the offer letter must be paid in advance before the commencement of the course to confirm the place at Frontier Leadership.
b. Frontier Leadership will not receive more than 50% of the student’s total tuition fee for a course before the student begins the course unless the course runs for 24 weeks or less.
c. Frontier Leadership will not require any remaining tuition fees earlier than two weeks before the start of the student’s second study period.
d. Tuition fees are payable to Frontier Leadership by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars.
e. All tuition fees for each study period must be paid in advance, unless a payment arrangement is made with Frontier Leadership. A late payment fee of $50 per week may be levied on students who pay their fees after the due date or as specified on the invoices.
f. Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or be able to access classes until all fees are paid. The inability to attend classes may result in students having to repeat missed work and/or units.
g. Continued unpaid fees will result in the automatic cancellation of a student’s enrolment at the end of any appeals process.
h. Tuition fees include costs of all resources that are required as a part of the course. If a student requests for any additional resources they will have to purchase it for themselves.
i. When students have to repeat a subject, and attend the entire delivery of the unit the fee is payable. ($300)
j. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
k. Frontier Leadership does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
l. Frontier Leadership reserves the right to engage any third party to recover any outstanding fees payable. The cost to Frontier Leadership of engaging a third party to recover such outstanding fees will be charged to the student.

Requirements

1. All refund requests are conditional on the following:

a. Frontier Leadership must have received funds in order for any refunds to be made available (i.e. cheques cleared, telegraphic transfers have been received).
b. Any debts to Frontier Leadership must be paid in full of the outstanding amounts will be deducted from the refund.

2. Institute Default

a. In the unlikely event that Frontier Leadership is unable to start or deliver the course (known as institute default), the student can choose to accept either:
   • A refund of course fees, which will be issued to the student within 14 days.
   • Or be placed in an alternative course with Frontier Leadership or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.

b. If the student chooses to receive a refund of course fees, Frontier Leadership will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by Frontier Leadership). The refund will be paid within 14 days of cessation of course.

c. If Frontier Leadership is unable to provide a refund or place a student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available)

3. Visa Refusal (INT Students)

If the Australian Government refuses a student visa application or visa renewal, a full refund of course fees, less application fees, will be made. To receive the refund, students will have to provide the Institute with authenticated evidence of their student visa refusal.

However, no refunds will be granted where:

a. An international student currently in Australia has their student visa cancelled by the Department of Immigration and Citizenship (DIBP) for a breach of visa conditions.

b. An international student currently in Australia has their student visa extension application refused by DIBP after the commencement of their studies, for not meeting visa requirements.

4. International Student Fee Payment and Refund Policy

It is the policy of Frontier Leadership to have a refund policy that is both fair and reasonable to the students and Frontier Leadership. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if Frontier Leadership is unable to offer the course within 14 days of provider default.
5. **Course Withdrawal**

a. When written notice of withdrawal is received before the start date of the course or term, Frontier Leadership will refund the fees, as per the below table, less any Application fees.

<table>
<thead>
<tr>
<th>Written Notice of withdrawal received</th>
<th>Refund of fees paid (current term) *</th>
<th>Refund of fees paid (future terms)</th>
</tr>
</thead>
<tbody>
<tr>
<td>28 days or more before the course term/start date</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>15 to 27 days before the course/term start date</td>
<td>70%</td>
<td>100%</td>
</tr>
<tr>
<td>Within 14 days before the course/term start date, as well as from the day course/term started</td>
<td>No refund</td>
<td>100%</td>
</tr>
</tbody>
</table>

* less any administration fees

b. Where the student defaults, including withdrawing from a course, after the course/term start date, there will be no refund of paid tuition fees.

c. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received.

6. **Special Circumstances**

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

7. **Refund Procedure**

a. The student must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
   i. A complete Course Withdrawal Form provided by Frontier Leadership
   ii. Proof of extenuating circumstances of a compassionate nature

b. For an institute default on the agreement, refunds will be made within 14 days of the default date.

c. All other refunds will be made within 28 days (20 working days) of the student’s written notification being received.

d. The CEO or a designated staff member must approve all student refunds.

e. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application

f. Details of refunds provided will be maintained in the student’s file.

8. **Payment of Refunds**

a. If a request for a refund is approved, the refund for an approved transfer to another Australian institution will only be made payable to the applicant’s receiving institution in Australian dollars. The fund will not be refunded to the student

b. The remaining money, after transferring to another Australian institution, will only be made payable to the applicant in Australian dollars to the student’s nominated bank account.

9. **Student’s Rights to Appeal**

a. Any student, who is refused a refund, may appeal within 14 days in writing to Student Administration.

b. Frontier Leadership’s appeal process does not restrict the student’s right to pursue other legal avenues.

c. This agreement, and the availability of complaints and appeal process, does not remove the right of the student to take action under Australia’s consumer protection laws.

**Provider Default on Delivery of Qualification**

Please refer to our refund policy and TPS policy for refund details on our website.

**Use of Third Party Providers/Education Agents**

The student recruitment process may involve a third party authorized by Frontier Leadership. All third party partners are subjected to a stringent monitoring policy.

Frontier Leadership is responsible for the quality of training and assessment in compliance with VET Quality Frameworks including Standards for Registered Training Organization’s 2015.

**Access and Equity Policy**

Frontier Leadership has an Access and Equity policy and procedure. It is the responsibility of all Frontier Leadership staff to ensure the requirements of the Access and Equity policy are met at all times. The Access and Equity Policy and Procedure can be found on our website;

**Complaints and Appeals Policy**

The Complaints and Appeals Policy and Procedure is designed to ensure that Frontier Leadership responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements as per standard 8 of National code 2007

Students can lodge a formal complaint and action will commence within 10 days of lodging the complaint. Students can bring a support person for formal complaint meeting. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

This policy outlines a mechanism to ensure students and prospective students can have their dissatisfaction regarding any academic or non-academic matters addressed appropriately and in a timely, fair and confidential manner at no cost.
Course Assessment

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops or laboratories, case studies, projects, assignments, presentations, simulations, role-plays, written tests and exams or work-based assessments.

Students will be notified in advance of the time and form of an assessment. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt. Reassessment fees may apply for subsequent attempts.

Change of Details

Students are required to advise Frontier Leadership of their current residential address, e-mail and telephone number, and of any subsequent changes to those details.

This is important to ensure students receive correspondence of a formal nature, such as notices regarding the course, attendance and academic performance.

It is the student’s responsibility and in their own interests to ensure that their contact and address details are always up-to-date.

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled. All works submitted must be an accurate reflection of the student’s level of competency.

USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to The Institute during the enrolment process. If the student does not provide a USI, Frontier Leadership will not be able to issue a Certificate, Statement of Attainment or Transcript for the training undertaken. For details on USI, please visit: www.usi.gov.au

Personal Information, Privacy & Security

Students’ personal information will be collected through fair and lawful means, which is necessary for the purposes of enrolment and administration at Frontier Leadership.

Frontier Leadership is committed to ensuring the confidentiality and security of all student’s information provided in accordance with the Commonwealth Privacy Act (1988). In addition, Frontier Leadership’s Privacy Policy provides students with procedures pertaining to how Frontier Leadership collects, stores, uses and disseminates student information with references to the record management system and the Queensland Freedom of Information Act (1992).

Credit Transfer

Students who have completed identical units from a course taken at another Australian RTO will be given credit transfer with the presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing. Application forms for credit transfers are available on our website.

Recognition of Prior Learning (RPL)

Students who have been, or who are currently employed in the area covered by the course, or who have previously completed similar qualifications, may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof of competency.

This may involve providing copies of your resume and/or work performance appraisals, job position descriptions, any certificates and transcripts and challenge test or activities. The RPL proves must be completed prior to the cut-off date.

Work-Based Assessment

Some courses delivered through Frontier Leadership may require work-based assessment. Also referred to as practical placement, this is compulsory requirement for completing these qualifications. Work-based assessment involves students working in a commercial enterprise to demonstrate their skills and to complete any assessment requirements. Frontier Leadership will arrange practical placement at a commercial enterprise for students.

The number of hours that a student must work is determined by the course requirement. While working at the specified commercial enterprise, students will be supervised by staff there and by Frontier Leadership staff. Students will be covered by WorkSafe insurance for the time they spend on work-based assessment.

For students completing a course as Work-Based Training, a Traineeship or Apprenticeship, assessment will be conducted at their workplace throughout the duration of the course by Frontier Leadership staff.

As part of work-based assessment, students are required to maintain a logbook that records their experience and attendance at both the commercial enterprise and Frontier Leadership. The logbook forms an essential part of course assessment and will be regularly monitored.

In situations where a student’s logbook does not show completion of required workplace experience, the student must undertake additional work-based experience to meet the assessment criteria.

Prior to Work Placement: Students will receive induction training at both Frontier Leadership and their place of work before commencing work-based placement. Occupational Health and Safety training is part of Frontier Leadership course content and takes place at Frontier Leadership. Trainers simulate work-place situations within the classroom so that students can practice their knowledge and skills. Induction at the workplace allows students to become familiar with the workplace, procedures, and staff.
How to enrol

To enrol into your chosen course, please fill out the Online Enrolment form, which can be found on our website: under “contact” page link. Then either scan and email the form along with certified copies of any and all supporting documentation to admin@frontierleadership.edu.au, or post it to Frontier Leadership, PO Box 899, Nundah, QLD, 4012.

Attendance

International Students are expected to attend all classes. Class attendance and participation are monitored to ensure students are active during their course. Class participation is greatly encouraged as it forms an important part of the learning process. Students will be provided with workbooks, assessments and additional learning resources. Students are expected to participate in course activities such as group meetings, class discussion and oral presentations.

Regular participation in course activities forms an important part of the learning experience. Students who do not attend classes are less likely to succeed in their course and will also miss important learning opportunities.

‘Learning’ constitutes not only what is learnt through books, but also what is taken in through the sharing and discussion of ideas with others. Therefore we highly encourage students to attend classes and participate in course activities.

For assistance with any aspect of study, students may contact their Trainer or Student Administration staff.

Deferment

Completion within expected duration:

It is a condition of your student visa that you complete your studies at Frontier Leadership by the end date listed on your Confirmation of Enrolment (CoE) document.

Deferment, cancellation and suspension of study:

Students may apply to the frontier for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances).

For example:
• Serious illness or injury where a medical certificate (MC) states that the student is unable to attend classes
• Bereavement of close family (death certificates must be provided)
• Extenuating family circumstances requiring student’s presence back home (evidence will be required)
• Major political upheaval or natural disaster
• Financial hardship

Frontier Leadership may choose to grant or decline any student’s request for deferment or suspension of studies, in accordance with its documented procedures for assessing such requests.

For More information please refer to Frontier Leadership’s deferment, suspension and cancellation policy

To view the full detailed Policies and Procedures above please visit www.frontierleadership.edu.au
Important Information

ESOS Framework
The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australia’s laws promote high quality of education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007. Frontier Leadership is governed by the ESOS Framework and is committed to fulfilling its obligations under this act. For full descriptions of the ESOS Framework please find it located at the “Educational Services for Overseas Students” link listed below.

Educational Services for Overseas Students

Use of Personal Information
Information is collected during enrolment in order to meet Frontier Leadership obligations under the ESOS Act and the National Code 2007, and to ensure student compliance with the condition of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001, and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during your enrolment cannot be disclosed without your consent where authorized or required by law.

Students are required to update their details and address to institute at all times. Student can access and update their details with student administration department. Apply in writing to Student Administration if you wish to view your own records.

Frontier Leadership also collected student information for various marketing purposes. Frontier Leadership will always seek consent from students before gathering and using any such information and students always have the right to decline these requests.

Educational Services for Overseas Students

Relevant Legislations
A range of legislation is applicable to all staff and students of Frontier Leadership. Relevant legislative information can be found at the following websites;

Occupational Health and Safety
https://www.worksafe.qld.gov.au

Equal Opportunity
https://www.adcq.qld.gov.au

VET Quality Framework
http://www.asqa.gov.au

Department of Immigration and Citizenships
https://www.border.gov.au

Working in Australia
Australian Immigration laws allow for students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work up to 40 hours a fortnight during study periods, and full-time during breaks. However; work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay their tuition fees.

School-aged Dependants
There are requirements for compulsory school attendance for dependants of international students who are school-aged (5 to 16 years of age). The Department of Immigration and Border Protection requires that dependant children between the ages of 5 and 18 attend school full-time. The choice of schools includes public, private and religious schools. People over the age of 16 can continue to attend school until they have completed Year 12. Dependants of persons holding a student visa may be required to pay full fees in any school, institute or university

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Delivery Approach

A number of approaches to course delivery are used by Frontier Leadership staff. Course delivery approaches may include; teacher-led classroom delivery, workshops, practicals, seminars, tutorials, learning tools such as web-based workshops and tutorials and Learning Management System Module — Frontier Leadership LMS, as well as supervised study.

Volume of Learning:

The duration of a course specified in the course information only included formal training. Students are required to spend a minimum of 10 hours per week of individual study (including self-paced learning, research, learning activities and assessment activities) in addition to their scheduled training plan.

Student Rights as a Consumer

A student has the right to receive factual and accurate information about the courses offered by Frontier Leadership (FL) before making an enrolment decision. To ensure this, FL has stringent policies and procedures in place.

It is very important that you read the Prospectus and handbook and relevant information carefully before enrolling with Frontier Leadership to ensure that the course meets your requirements and that you understand fully the fees, ESOS framework and your right under framework and your obligations as an international student.

The availability of the Tuition Fee Refund and Policy and the Complaints and Appeals Procedure and Policy does not remove the right of students to take action under Australia’s consumer protection laws.

Media Consent

The Enrolment Form gives you the opportunity to decline permission for Frontier Leadership to use any representation of your time here for promotional purposes.

Please be sure to read this section of the Enrolment Form. From time to time, Frontier Leadership staff may request to take photographs/videos or verbal/written interviews/testimonials of students at Frontier Leadership or at places where the student is involved in an activity.

These creations may be used in a classroom, or at on-the-job work activities or could be published by Frontier Leadership in print, digital or broadcast media such as documents, the student magazine, website, television, You Tube, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students’ own creation for the same purposes.

Students may also reverse their decision to decline Media Consent by signing a Media Consent form at the time of any such request.
Student Visa Obligations

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of medical and hospital care, which international students must have while in Australia for the duration of their course of study. OSHC will also pay for most prescription drugs and emergency ambulance transport. The OSHC premium cover must be paid before a student visa is issued.

Frontier Leadership can organise cover for you if you wish, please contact our Student Services if needed; enquire@frontierleadership.edu.au

you can find out more about OSHC at; www.health.gov.au or www.qld.gov.au

Full Time Study

Australian law requires international students to study a full time study load. A full-time study load is generally a minimum of 20 hours per week, for at least 40 weeks each calendar year or continuous 12-month period.

Attendance

International students studying VET courses are expected to attend all classes, however, students will be reported to the Department of Immigration and Border Protection (DIBP) only on the bases of unsatisfactory course progress.

Reporting a student to DIBP is likely to result in the cancellation of the student’s COE.

Change of Address

Upon arriving in Australia you are required to advise Frontier Leadership of your residential address and telephone number, and of any subsequent changes to any of this information. It is important that students notify Frontier Leadership of a change to information as, under Section 20 of the ESOS Act, Frontier Leadership is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. Frontier Leadership may also send warning notices to you, which are aimed at helping prevent breaches in your visa conditions.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interest to ensure that your address details, as well as any other contact information, is always up to date to ensure that you receive important information relating to your course, fees, and possible breaches of your student visa conditions.

Academic Progress

If students do not make satisfactory academic progress they may be reported to DIBP, which may lead to the cancellation of their visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any study periods (one term). A failure in more than 50% of units in one study period will trigger a review of academic progress by Frontier Leadership and the implementation of an intervention strategy. Failing a unit means being assessed as ‘Not Yet Competent (NYC)’ for a completed unit in order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in classes;
- Study the theory and/or materials and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer if you are having any difficulties with your studies.

In addition to the above requirements, Frontier Leadership will implement counselling procedures and an intervention strategy in the event of your trainer suspecting you may be unable to meet the requirements. Counselling and intervention may be triggered by any of the following events:

- Failing key units in a study period;
- Failing two or more core units in any study period.

If students fail to meet the requirements of satisfactory course progress for two consecutive study periods (2 terms), they will be reported to DIBP.

Additional information on student visa issues is available on the DIBP website at; www.border.gov.au
Diploma of Business

National Code: BSB50215
CRICOS Code: TBA
Duration: 52 weeks (including holidays)
Tuition Fee: Please refer to page 4

Course Description
This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Career Opportunities
Possible job roles relevant to this qualification include:
Executive Officer, Program Consultant, Program Coordinator and Administrator or entry level jobs in an office/business environment within any industry.

Core Units

**BSBWOR501** Manage personal work priorities and professional development

**BSBMGT517** Manage operational plan

**BSBADM506** Manage business document design and development

**BSBADM502** Manage meetings

**BSBHRS506** Manage recruitment, selection and induction processes

**BSBDIV501** Manage diversity in the workplace

**BSBRSK501** Manage risk

**BSBSUS501** Develop workplace policy and procedures for sustainability

Course information contained in this prospectus is current at the time of printing and is subject to change. Please refer to [www.FrontierLeadership.edu.au](http://www.FrontierLeadership.edu.au) for the most current information.

Student are encouraged to get more information from the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak to an Frontier Leadership (FL) staff member for details. FL handles all superseded qualifications as per our Course Transition Policy and Procedures available from [www.frontierleadership.edu.au](http://www.frontierleadership.edu.au)
Certificate III in Commercial Cookery

National Code: SIT30816
CRICOS Code: TBA
Duration: 52 weeks (including holidays)
Tuition Fee: Please refer to page 4

Course Description
This qualification would apply to individuals who are seeking entry-level jobs in a commercial kitchen environment at any establishment within the hospitality industry.

Career Opportunities
Possible job roles relevant to this qualification include: Commercial Cooks.

Certificate IV in Commercial Cookery

National Code: SIT40416
CRICOS Code: TBA
Duration: 81 weeks (including holidays)
Tuition Fee: Please refer to page 4

Course Description
The qualification is suited for individuals who wish to expand their knowledge and skills and enter the hospitality industry in the cookery sector.

Career Opportunities
Possible job roles relevant to this qualification include: Chef and Chef de Partie.

Diploma of Hospitality Management

National Code: SIT50416
CRICOS Code: TBA
Duration: 93 weeks (including holidays)
Tuition Fee: Please refer to page 4

Course Description
This qualification is suited for students who use a broad range of hospitality skills, combined with sound knowledge of industry operations that wish to further their existing skills and knowledge within the hospitality sector. The individual may operate independently or have the responsibility for others and make a range of operational business decisions.

Career Opportunities
Upon completing this qualification, students are suited to undertake roles such as; managing a department in a large hospitality enterprise and/or managing a smaller hospitality enterprise. Possible job titles include; Restaurant Manager, Kitchen Manager, Front Office Manager and Unit Manager to name a few.

Advanced Diploma of Hospitality Management

National Code: SIT60316
CRICOS Code: TBA
Duration: 104 weeks (including holidays)
Tuition Fee: Refer to page 4

Course Description
This qualification is suited for students who use a broad range of hospitality skills, combined with sound knowledge of industry operations that wish to further their existing skills and knowledge within the hospitality sector. The individual may operate at a senior level using substantial industry knowledge and wide-ranging, specialised managerial skills. They will operate independently, take responsibility for others and make a range of strategic business decisions.

Career Opportunities
On completing this qualification, students are suited to undertake roles such as; Area Manager or Operations Manager, Cafe Owner or Manager, Club Secretary or Manager, Executive Chef, and Head Chef and many other possible roles.

Important Note: Some unit of competencies in the Hospitality qualifications require students to prepare, handle and process various foods including meats, seafood, poultry, dairy and products containing nuts. Prospective students are required to self-assess, if they are unable to handle such products due to religious, cultural, dietary and allergy reasons. Student must advise Frontier Leadership’s Admission officer of any such concerns or medical condition prior to enrolment.
<table>
<thead>
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<th>Hospitality Units</th>
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<th>Cert IV</th>
<th>Dip</th>
<th>Adv Dip</th>
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