STUDENT HANDBOOK

ERDI
ACADEMY

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WELCOME TO ERDI ACADEMY

Welcome to ERDI Academy. You are about to begin an exciting journey or professional growth and industry development. Our goal is to provide high-quality hospitality education that prepares you for real-world success. As you pursue your studies, you will meet many people from various cultures, appreciate their ways of life and have the opportunity to foster life-long relationships. I hope you enjoy and make the most of this wonderful opportunity.

We are proud to support you at every stage of your student journey — from enrolment through to graduation and beyond. Our goal is to support you in achieving your training and career aspirations. You will learn from passionate, experienced trainers who bring real industry knowledge into the classroom, ensuring your training is practical, relevant and engaging.

We are committed to creating a supportive and positive learning environment where you feel encouraged and confident throughout your studies. Our Student Services team is here to assist you every step of the way, and we look forward to celebrating your success.

ERDI Academy is a Registered Training Organisation (RTO #46102) and is approved by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training within its registered scope.

Ricky Jeffs, CEO, ERDI Academy

This Student Handbook outlines the policies, procedures and expectations that apply to your training and assessment and can be accessed online at www.erdiacademy.com.au

All students – including domestic students, international students and ERDI employees must read and understand this handbook prior to enrolment or commencement of training.

If you have any questions, please contact us on the details below

Mission Statement

ERDI Academy seeks to provide state-of-the-art hospitality education with the idea that hospitality reaches far beyond hotels. We aim to empower and realise student's potential through living our core values. It's teaching others our way because a fresh start or new opportunity can change everything.

Vision Statement

ERDI Academy seeks to create the future of hospitality by employing our strategic pillars: making our team and guests happy; Empowering the right people in the right roles with the right attitude; doing what will support and drive future growth; and helping individuals reach their potential through training and mentoring, as well as supporting the community.

Training Programs

ERDI Academy delivers nationally recognised qualifications and skill sets in hospitality.

SIT50422 Diploma of Hospitality Management
- 11 core units
- 17 elective units

SITSS00068 – Food Handling Skill Set
- Unit SITXFSA005 – Use hygienic practices for food safety

SITSS00069 – Food Safety Supervision Skill Set
- Unit SITXFSA005 – Use hygienic practices for food safety
- Unit SITXFSA006 – Participate in safe food handling practices

SITSS00071 – Responsible Service of Alcohol
- Unit SITHFAB021 – Provide responsible service of alcohol

Full course details are available on our website: erdiacademy.com.au

Student Guarantee

ERDI Academy will advise students of any changes to the services provided within 7 days via email, including any changes of ownership. Should, the organisation be unable to deliver the agreed training for a student, it will meet its provider default obligations in accordance with regulatory requirements.

The RTO is committed to providing accurate and accessible information to prospective and current students related to its services and the training products on its scope of registration.

The RTO does not guarantee the following:
- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner that does not meet the requirements of Outcome Standards 1.1, 1.3 and 2.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO

Student Support & Wellbeing

The Student Support & Wellbeing Team can assist students through a variety of activities, which include but are not limited to:

- Learning Management System (LMS).
  - Access to learning resources and student log in ERDI Academy LMS
- Student Management System (SMS) ERDI Academy SMS
  - Access to feedback, complaints, appeals and other necessary support
- Supporting flexible learning and processing extensions where applicable.
  - Arranging contact between trainer/assessor and student where required

Contact Student Engagement and Support by email: info@erdiacademy.com.au or phone: 03 8662 1379

Qualified Trainers and Industry Experts

Our trainers are qualified industry professionals who will guide and support you throughout your learning journey. Their feedback and expertise help ensure you develop the skills and confidence needed to be job-ready. All ERDI Academy trainers and assessors meet the requirements of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 and undertake ongoing professional development in vocational education and competency-based training. Industry experts may also contribute to training delivery or assessment, working alongside qualified trainers to enhance your learning experience.

Pre-Enrolment

Before enrolment, students must:
- Complete a Pre-Enrolment Assessment
- Undertake a Language, Literacy, Numeracy and Digital Skills (LLND) assessment prior to enrolment
- Provide identification documents
- Provide a valid Unique Student Identifier (USI), where required
- Request Credit Transfers (CTR) or Recognition of Prior Learning (RPL) is applicable
- Meet any course-specific entry requirements

Students may participate in an interview (online or in person) to confirm suitability.
Enrolment is confirmed once all requirements are met and initial payment is received.

Student Selection

ERDI Academy recruits' students in an ethical, fair, and responsible manner using various methods.

The RTO is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

- The VET student meets any pre-requisite qualifications or work experience

- The VET student meets any age requirements that may be in place for a particular course.

Student enrolments are subject to the availability of places in the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc.
The RTO shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Credit Transfer & Recognition of Prior Learning

Students who have previously completed relevant units of competency, qualifications, or gained relevant work experience may be eligible to apply for Credit Transfer or Recognition of Prior Learning (RPL).

Approved Credit Transfer or RPL will contribute toward meeting the packaging requirements of the qualification. For further information, refer to the RPL and Credit Transfer Policy or contact Student Experience and Support .

Payment Terms

All fees and payment terms are available to students before and during enrolment through the enrolment form and course brochures. Students should refer to their enrolment form and course brochure for specific payment terms related to their chosen course.

Payment Plan

For courses under a payment plan, an initial deposit is required upon enrolment. Subsequent payments will be scheduled throughout the course duration as outlined in the enrolment form. If a student misses a payment, they will receive a payment reminder via email and will be contacted by Student Experience and Support service. Failure to make the payment within 14 days may result in suspension of the student's enrolment until payment is received. The student will be notified of this suspension.

Full Upfront Payment

For courses where payment plans are not available, full payment of tuition fees is required prior to the commencement of training. This applies to short courses and skill sets (both accredited and non-accredited). Payment of the full course fee confirms the student's enrolment and secures their place in the course. Once payment has been received, students will be provided with access to the relevant training materials and learning resources required for their studies. All fees paid in advance are subject to the organisation's Fees, Charges and Refund Policy, which outlines student rights and the circumstances under which refunds may be granted.

Employer Payment – Business to Business (B2B)

For enrolments through business-to-business (B2B) arrangements, payment terms are outlined in the enrolment agreement established with the employer. Students should consult their employer for specific details related to their course payment.

No Fees (Enterprise RTOs)

For enterprise RTOs, training may be provided at no cost to the student, with arrangements made directly with the enterprise. Students should consult their enterprise's learning and development team for further details.

Students are considered enrolled once the agreed amount, as specified in the enrolment form, has been received. Please contact Student Experience and Support for any questions or clarifications regarding the payment terms.

Unique Student Identifier

All students undertaking nationally recognised Vocational Education and Training (VET) must provide a Unique Student Identifier (USI) to their VET provider.

A USI must be verified before any qualification or Statement of Attainment can be issued. Without a valid USI, ERDI Academy cannot issue certification.

Some exemptions may apply, including certain international students studying onshore or offshore. Students who are exempt will not have their results available through the Commonwealth Registrar. The RTO can use the following links to search for or create USIs (ONLY with student permission):

Students can create their USI' via the official USI website.

Visa Requirements

ERDI Academy is a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions. Please refer to the International Student Guide for more information.

Course Transfers

Course transfers are subject to the availability of courses offered by the RTO. Students wishing to transfer must submit a written request within six (6) months of their enrolment application A $50 transfer fee applies, plus any difference between the original and full course fee (not the promotional fee).

No refund will be issued if transferring to a course of lesser value. Workshop components cannot be transferred between courses. Upon transferring to another course, a student relinquishes their enrolment in the original course.

Language Literacy Numeracy and Digital Skills

ERDI Academy provides reasonable support for students with Language, Literacy, Numeracy & Digital (LLND) needs, provided this does not compromise Training Package requirements or the integrity and fairness of assessment.

All students complete a brief LLND assessment during enrolment to identify any support needs before commencing training. Where required, appropriate strategies will be discussed and agreed upon, which may include adjustments to learning and assessment methods. Learning materials and assessment tasks are delivered at the required level of complexity, with opportunities for supported practice.

Students seeking additional literacy or numeracy support can contact the Reading Writing Hotline on 1300 655 506 for confidential advice and referral to local providers.

Need Help with Your LLND Assessment?
If you require assistance in accessing or completing the ERDI Academy LLND assessment, please contact:
✉Email: info@erdiacademy.com.au (24/7 – please allow up to 72 hours for a response)
📞Phone: 03 8662 1379 (Monday – Friday 8 AM – 4:30 PM)

For more information, visit the official website:
🌐Website: www.readingwritinghotline.edu.au
▶Watch the 30-Year Anniversary Video of the Reading Writing Hotline: Reading Writing Hotline - YouTube

What is the Reading Writing Hotline?
The Reading Writing Hotline is a free national referral service funded by the Australian Government. It provides confidential advice and referrals to local adult literacy and numeracy support providers across Australia.

When you call, you will speak with an experienced adult literacy teacher who can guide you on accessing classes to improve reading, writing, spelling and maths skills. If a teacher is unavailable, you can leave your details, and your call will be returned.

Calls are charged at the cost of a local call from anywhere in Australia.

Code of Conduct

All ERDI Academy participants are expected to take responsibility for their own learning and behaviour during training, assessment, excursions, industry placements, and external events. As representatives of ERDI Academy participants must always conduct themselves professionally.

Breach of Conduct

Breaches will be managed as follows:

1. First Breach: Verbal warning outlining the concern and expected standards.
2. Second Breach: Formal meeting with ERDI Academy staff (a support person may attend) and issuance of a written warning.
3. Third Breach: Dismissal from the training environment, placement or event.

Serious misconduct, as determined by the General Manager, may result in immediate termination of enrolment. In such cases, fees paid are non-refundable.

Trainer Authority - Suspension and Termination

Trainers have the authority to suspend a student from classes, industry placements or external events if the student fails to conduct themselves appropriately. Suspensions may take effect immediately at the trainer's discretion while the matter is reviewed.

The suspension will remain in place until a formal meeting is held to determine the outcome and may be extended if required. Termination from classes or enrolment may occur following a serious breach of the Code of Conduct or because of a suspension review.

Personal Interaction

All staff and students are expected to treat each other with respect at all times.. Aggressive behaviour, harassment, bullying, discrimination, or the use of abusive or degrading language will be treated as a breach of the Code of Conduct.

Breaches may include, but are not limited to:

- Inappropriate or disrespectful behaviour in class or at events
- Disruptive conduct affecting the learning environment
- Failure to follow reasonable instructions from trainers or staff
- Misrepresentation of ERDI Academy in any public setting

Any form of discrimination, harassment or physical abuse will result in disciplinary action. For employees, this may include termination of employment. For students, this may result in termination of enrolment, with fees non-refundable. Serious incidents may also be referred to relevant authorities.

Student Support & Wellbeing

ERDI Academy is committed to supporting students in achieving successful outcomes. The Student Support & Wellbeing team are ready to assist you with any questions you may have. Our Trainers are also available to offer guidance via phone and email. Help and support are just a phone call away:

- **Email: info@erdiacademy.com.au**
- **Phone: 03 8662 1379 (Monday – Friday 8am – 4:30pm)**

Student support needs are assessed during the pre-enrolment process and throughout the course to ensure appropriate assistance is provided as early as possible.

Support may include assistance with disability or impairment, computer and digital literacy, and English language, literacy and numeracy (LLN) needs.

Educational and support services may include, but are not limited to:

- Pre-enrolment materials.
- Study support and study skills programs.
- Language, Literacy, Numeracy & Digital (LLND) programs or referrals to these programs.
- Equipment, resources and/or programs to increase access for VET students with disabilities and other students in accordance with access and equity.
- Flexible scheduling and delivery of training and assessment.
- Support & Wellbeing Services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats, for example, in large print.
- Reasonable adjustments for any disability or impairment, and
- Any other services that the RTO considers necessary to support VET students to achieve competency.

Where appropriate, ERDI Academy will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Change of Personal Details

Students are required to ensure their personal details that are recorded with ERDI Academy are always up to date. Students must inform Student Support & Wellbeing team of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, ERDI Academy relies heavily on the feedback from students. ERDI Academy requires all students to complete various feedback and evaluation forms.

At the end of the training students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued, but voluntary. ERDI Academy will fully protect student's anonymity and the confidentiality of student's response within the limits of the law.
Students are welcome to submit feedback at any time by logging in with their personal login to the Student Management System at the following link: ERDI Academy | Feedback & suggestions

ERDI Academy conducts training courses to suit student needs, course types, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Learning and Assessment Resources

Learning and assessment resources required for your course will be made available prior to commencement and throughout your training.

Resources are primarily accessed online, depending on your course delivery mode. If you experience any difficulty accessing materials, please contact Student Services for assistance.

Hard copies may be requested during your training period. Additional printing and postage fees may apply.

Making the Most of Your Training

Our training is a valuable opportunity to develop new skills and knowledge — make the most of it. At ERDI Academy, we are committed to supporting your success, and we encourage you to take an active role in your learning.

To set yourself up for success:

- Be present and engaged – Attend sessions, participate actively and contribute professionally.
- Prepare like a professional – Review materials in advance and arrive ready to learn.
- Communicate confidently – Ask questions and seek clarification when needed.
- Work collaboratively – Hospitality is a team industry, respect and cooperation matter.
- Understand expectations – Be clear about your assessment requirements and industry standards.
- Take pride in your work – Submit high-quality assessments that reflect professionalism.
- Manage your time effectively – Meet deadlines and stay organised.
- Seek support early – Reach out to your trainer or Student Experience and Support team if you need assistance.

Your success is a partnership – stay motivated, stay curious and take ownership of your journey. We are here to support you every step of the way.

Accredited and Non-Accredited Training Programs

ERDI Academy delivers both nationally recognised (accredited) training and non-accredited training programs.

Nationally recognised training is delivered under the Australian vocational education and training (VET) system and is based on endorsed Training Packages or accredited courses. Students who successfully complete these courses receive a nationally recognised qualification or Statement of Attainment, which is recognised throughout Australia.

Non-accredited training is designed to provide industry-relevant skills and professional development but is not part of the nationally recognised training framework. Students who complete these courses may receive a certificate of participation or completion, depending on the program.

Information provided in this handbook relating to competency-based training and assessment applies specifically to nationally recognised training courses delivered by ERDI Academy.

Training Packages also identify foundation and employability skills — such as communication, teamwork and problem-solving — which are embedded within training and assessment.

All assessment outcomes are recorded in ERDI Academy's Student Management System. Students may access their results via the student portal or by request. Certification documents are issued based on the final recorded results.

Further details about nationally recognised qualifications can be found at www.training.gov.au

Flexible Learning and Assessment

ERDI Academy will create a personalised training plan for each student to support time management and help balance study with work and life commitments.

Modes of Delivery

ERDI Academy offers flexible delivery options to accommodate different learning needs and course requirements.

Online Distance
Online Distance delivery allows students to study remotely and progress at their own pace. Students access learning materials, assessments and supporting resources through the online platform. This mode is suitable for students balancing work or other commitments.

Blended
Blended delivery combines face-to-face classroom sessions with online learning. Classroom sessions provide structured instruction and practical guidance, while online components allow flexibility in completing coursework.

Workplace-Based Assessment
Workplace-based assessment integrates training into a student's work environment. This approach is used where practical, hands-on experience is required. Trainers may assess competency in real workplace settings.
For specific delivery arrangements, please refer to the relevant course brochure or the ERDI Academy website. Student Experience and Support team are available to assist with any questions.

Computer Requirements

To successfully access online learning materials and assessments, students must have:

- A computer or laptop (PC or Mac)
- Reliable internet access (minimum 5 Mbps download speed recommended)
- A current web browser (Google Chrome recommended)
- Microsoft Office or equivalent software (Word, Excel and PowerPoint)
- PDF reader software

For Webinar or Virtual Classes
Where courses include live online sessions, students will also require:
- Stable internet connection (minimum 5 Mbps download and 1.5 Mbps upload recommended)
- Webcam
- Headset or microphone
- A quiet, suitable study environment

Students are responsible for ensuring their equipment meets these requirements. While ERDI Academy aims to maintain reliable online systems, temporary service interruptions may occasionally occur. For specific technical requirements relating to your course, please refer to the relevant course information or contact Student Experience and Support.

Assessment

Assessment Overview
Assessment involves gathering evidence and making judgements about your performance against the requirements of a Unit of Competency. It determines whether you have demonstrated the knowledge and skills required to be deemed competent.

Assessment at ERDI Academy is competency-based and criterion-referenced. This means your performance is measured against the requirements of the relevant Unit of Competency — not against other students.

Assessment Methods
Assessment methods may include:
- Practical demonstrations
- Observation
- Work samples
- Written tasks or projects
- Role plays or simulations
- Oral or written questioning

Evidence Requirements
To be deemed competent, you must provide sufficient evidence that demonstrates your ability to perform tasks to industry standards.

The specific evidence required for each unit is outlined in your assessment tasks. Evidence may include:
- Written assignments or projects
- Practical demonstrations
- Workplace documents
- Third-party reports
- Relevant licences or certifications

Your evidence must show that you can:
- Perform tasks to the required workplace standard
- Apply knowledge appropriately
- Work effectively with others
- Follow workplace procedures and safety requirements
- Respond appropriately to routine and unexpected situations

All evidence must be your own and meet the Rules of Evidence: validity, sufficiency, authenticity and currency.

Principles of Assessment and Rules of Evidence

Principles of Assessment
Assessment at ERDI Academy is:
- Fair – Your individual needs are considered, and reasonable adjustments may be applied where appropriate.
- Flexible – Assessment methods may vary to suit the unit requirements and learning context.
- Valid – Assessment measures the skills and knowledge required by the relevant Unit of Competency.
- Reliable – Assessment decisions are consistent and based on clear criteria.

Rules of Evidence
The evidence you provide must be:
- Valid – Directly related to the requirements of the unit.
- Sufficient – Enough evidence is provided to make a judgement of competency.
- Authentic – The work is your own.
- Current – Demonstrates your present ability to perform the task.

These principles ensure assessment decisions are accurate, consistent and aligned with industry standards.

Validation of Assessment
ERDI Academy participates in systematic validation of assessment practices in accordance with regulatory requirements to ensure assessment decisions remain consistent and industry-aligned.

Assessment Submission
All assessments must be submitted by the due date.
Assessments may be submitted via:
- Online portal upload, or
- In person to your trainer (where applicable).

Students must retain a copy of all submitted work. ERDI Academy is not responsible for lost assessments. You will receive confirmation once your assessment has been submitted. For status updates, contact the Student Experience and Support team.

Assessment Outcomes

To achieve a result of **Competent (C)**, you must receive a **Satisfactory (S)** outcome for all assessment tasks within the unit.

A result of **Not Yet Satisfactory (NYS)** is not a failing grade. It indicates that additional evidence or clarification is required. Your trainer will provide feedback outlining what needs to be improved. Students may resubmit or reattempt an assessment task up to a maximum of **two (2) attempts** following the original submission.

If competency is not achieved after the permitted attempts, the result will be recorded as **Not Competent (NC)** and re-enrolment in the unit will be required.
ERDI Academy provides assessment results to students as soon as possible. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Re Submission and Re Attempts

If a resubmission or reattempt is required, your trainer will notify you and provide clear feedback outlining what must be improved. Feedback will normally be provided within 10 working days of the assessment submission.
Students may resubmit or reattempt an assessment task up to a maximum of **two (2) attempts** following the original submission.

Where an assessment occurs near the end of a teaching period, ERDI Academy will make reasonable efforts to provide sufficient time for resubmission and finalisation of results.
Assessment is criterion-referenced, meaning your performance is measured against the requirements of the relevant Unit of Competency — not against other students.

Assessment methods may include:
- Practical demonstration
- Observation
- Work samples
- Written tasks or workbook activities
- Role plays or simulations
- Projects

Extensions and Special Consideration

If you are experiencing difficulties that may affect your ability to meet an assessment deadline, you must contact your trainer **before the due date** to request an extension.
Failure to submit an assessment by the due date without an approved extension may result in a **Not Yet Satisfactory (NYS)** outcome.

Extension requests must be supported by appropriate documentation (e.g. medical certificate or counsellor's documentation) where required. Approved extensions may incur applicable fees.
Students may apply for up to **two (2) extensions**, subject to approval by the General Manager.
In exceptional circumstances, the General Manager may consider additional support or discretionary assessment opportunities. Approval will be based on:
- The quality of previous submissions
- Evidence of genuine effort and progress
- Supporting documentation

If competency is not achieved following approved attempts, or where insufficient evidence of effort is demonstrated, the student will be required to re-enrol in the unit.

Students are encouraged to contact Student Experience and Support for guidance regarding extensions, course progression, or additional academic support.

Academic Integrity

ERDI Academy is committed to maintaining the integrity of its assessment processes. Assessment malpractice includes cheating, collusion and plagiarism.

Cheating involves dishonestly presenting work as your own. This includes submitting another person's work (with or without consent), copying without acknowledgement, or allowing someone else to submit your work.

Collusion occurs when students engage in unauthorised collaboration and present the work as their own.

Plagiarism is presenting another person's or organisation's ideas, words, images, data or other materials as your own without proper acknowledgement.

If you are unsure whether something constitutes cheating or plagiarism, check with your trainer before submitting your assessment.

Consequences

Suspected malpractice will be investigated. If substantiated, outcomes may include:

- **Minor or unintentional breach:** formal warning and resubmission.
- **Serious or deliberate breach:** result of Not Competent, withdrawal from the unit, requirement to re-enrol, and a note placed on the student file.

Serious Misconduct

Repeated or serious misconduct — including falsifying assessment evidence — may result in termination of enrolment without refund of fees. If concerns arise regarding your submitted work, the assessor will notify you in writing outlining the issue.

Appeals

If you disagree with the decision or the penalty, you may lodge an appeal in accordance with the Appeals Policy and Process. Please refer to the Complaints and Appeals section of this Handbook for further information.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with ERDI Academy any 'reasonable adjustment' to learning and assessment processes that they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Academic Progress

Students are expected to actively participate in their enrolled course by attending scheduled classes and submitting assessments within the designated timeframes.

If a student is missing a significant number of classes and/or is not submitting assessments, they may be suspended from classes until an appropriate level of assessment work has been submitted. This minimum level will be directly advised by the student's Trainer.
It is the student's responsibility to manage their studies and continue working independently to maintain steady progress.

If students are unable to meet submission guidelines, they may be recommended to defer or extend their enrolment in the course.

Students enrolled in courses with placements must have all assessments other than those linked to placement submitted and passed prior to attending placement.

Special Consideration

ERDI Academy understands that, in some circumstances, students may experience serious or prolonged difficulties that significantly impact their ability to continue their studies.
Where circumstances cannot be reasonably addressed through standard support measures — such as extensions, additional learning support, or course deferral — students may apply for Special Consideration.

Applying for Special Consideration

Students must submit a written request to the Student Experience and Support team outlining the circumstances and providing relevant supporting documentation (e.g. medical certificate or other evidence where applicable).

Special Consideration may be considered where:
- The student is up to date with course fees; and
- Serious or ongoing circumstances materially affect the student's ability to continue the course; or
- There has been a significant change to the course that results in material disadvantage to the student.

Each application is assessed on a case-by-case basis.

Possible Outcomes

If Special Consideration is approved, ERDI Academy may offer one or more of the following:
- Extension of course duration
- Additional academic support
- Deferral of enrolment
- Release from future instalments; and/or
- A pro-rata refund, with consideration to training completed and resources provided

Circumstances Not Normally Eligible

Special Consideration is not generally granted for:

- Changes in employment or work hours
- Change of address
- Course difficulty or workload expectations
- Redundancy or voluntary resignation
- Regulatory changes affecting the course

Certification

Upon successful completion of all assessment requirements for the enrolled qualification, ERDI Academy will issue the appropriate certification. Students who withdraw or do not complete the full qualification may be issued a **Statement of Attainment** for any units of competency in which they have been deemed Competent, provided all relevant fees have been paid. Certification (Qualification or Statement of Attainment) will only be issued once all outstanding fees have been finalised, including where a payment plan is in place. Certification documents will be issued within **30 calendar days** of course completion and full payment of fees. Documents will be sent to the student's current email and postal address as recorded in the Student Management System. Students are responsible for ensuring their contact details are up to date.

Replacement Certificates
Replacement certification documents may be issued upon written request. A fee of $50 per request applies. Further information is available in the Certificate Issuance Policy.

Vocational Placement

The **SIT50422 – Diploma of Hospitality Management** includes a compulsory vocational placement component. Successful completion of the required placement hours and associated assessments is necessary to achieve the qualification.

Vocational placement provides students with the opportunity to apply their knowledge and skills in a real hospitality environment and demonstrate competency to industry standards. Further details, including placement duration and assessment requirements, are outlined in the relevant Course Brochure and course schedule.

Placement Arrangements
Students may:
- Arrange their own placement with a suitable organisation (subject to ERDI Academy approval), or
- Request assistance from ERDI Academy to organise a placement.

Students are encouraged to advise ERDI Academy of their preferred option as early as possible to allow sufficient time to secure an appropriate venue.
If ERDI Academy is unable to arrange a suitable placement, students may withdraw from the course and receive a refund for any unused tuition fees.

Placement Scheduling

Students will be advised of their placement schedule at least four (4) weeks in advance, where practicable. Placements may require travel and may include early morning, daytime, evening or weekend shifts, depending on operational and assessment requirements. Travel and associated costs are the responsibility of the student.

Professional Presentation and Uniform

Professional presentation is an essential requirement in the hospitality industry. During placement, students must:

- Wear the approved uniform as advised
- Ensure attire is clean, neat and professional
- Wear closed-toe, non-slip black shoes
- Maintain appropriate grooming and hygiene standards
- Comply with any additional workplace dress requirements

Failure to meet uniform or grooming standards may result in the student being unable to undertake placement shifts.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a formal assessment process that enables students to receive credit for skills and knowledge gained through previous study, work experience or life experience.

Through RPL, students may demonstrate that they already meet the requirements of a Unit of Competency or qualification without repeating training.

ERDI Academy is committed to ensuring that students are not required to undertake training for competencies they can already demonstrate. All RPL assessments are conducted in accordance with ERDI Academy's assessment system and comply with the Principles of Assessment and Rules of Evidence.

Applying for RPL

Students who believe they have the required skills and knowledge for a unit or qualification should contact Student Experience and Support service to request an RPL application.

RPL is an assessment process — it is not automatic recognition. Students must provide sufficient, valid and authentic evidence to support their application.

Evidence may include:

- Previous qualifications or Statements of Attainment
- Workplace documents or reports
- References or third-party reports
- Work samples
- Professional licences or certifications

Original documents must be presented for verification. All evidence submitted must be the student's own.

Assessment and Outcomes

An RPL assessor will review the evidence provided to determine whether it:

- Meets all requirements of the relevant Unit(s) of Competency
- Is authentic, current and sufficient
- Demonstrates consistent performance to industry standards

Where required, students may be asked to complete additional assessment activities or practical demonstrations to confirm competency.

RPL outcomes will be recorded as:

- **Competent (C)** – Competency requirements met
- **Not Yet Competent (NYC)** – Further evidence or gap training required

Students will be advised of the outcome in writing. Where competency is not fully demonstrated, gap training and/or further assessment may be recommended.

Credit Transfer

ERDI Academy recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs).

Students who have previously completed nationally recognised units of competency may apply for **Credit Transfer (CTR)** for identical units or units deemed equivalent in accordance with the national register and packaging rules. Credit Transfer is an administrative process and does not require further assessment. Where approved, the student will not be required to repeat the unit.

Applying for Credit Transfers

Students wishing to apply for Credit Transfer must submit a Credit Transfer application form and provide a certified copy of their Statement of Attainment, qualification, or USI transcript.

All Credit Transfer decisions are formally documented, and students will receive written notification of the outcome. Where licensing or regulatory requirements affect eligibility, these requirements will be applied, and any decision will be clearly explained.

Further details are available in the RPL and Credit Transfer Policy and Procedure.

Access and Equity

ERDI Academy is committed to providing equitable access to education and training in a safe, inclusive and supportive learning environment.

We ensure fair and non-discriminatory access to training and assessment for all students, regardless of background. Student selection processes are transparent and based on course requirements only.

ERDI Academy takes reasonable steps to remove barriers to participation and support student success. This includes supporting:
- First Nations students
- Students with disability
- Culturally and linguistically diverse (CALD) students
- Neurodivergent students
- Students from diverse socio-economic backgrounds

Support may include flexible learning arrangements, culturally safe practices, reasonable adjustments, and referral to appropriate support services.

Where required, ERDI Academy liaises with external agencies and government services to assist students experiencing language, literacy or numeracy challenges.

Complaints and Appeals Policy

ERDI Academy is committed to resolving complaints and appeals fairly, transparently and in a timely manner. Students have the right to raise concerns without fear of disadvantage.

Complaints
A complaint is an expression of dissatisfaction regarding training, assessment, services, staff conduct or administrative decisions.

Informal Resolution
Students are encouraged to first attempt to resolve concerns informally by contacting their trainer or Student Experience and Support service'

Formal Complaint
If the matter is not resolved informally, students may lodge a formal complaint in writing via the Complaints Form available on the ERDI Academy website or Student Management System.

The General Manager (or delegated officer) will:
- Acknowledge receipt of the complaint within 5 working days
- Review the matter impartially
- Investigate where required
- Provide a written outcome

ERDI Academy aims to resolve complaints within 30 working days. If the matter is expected to take longer than 60 days, the student will be advised in writing and kept informed of progress.

Appeals

An appeal is a request for a review of a decision made by ERDI Academy (e.g. assessment outcome, disciplinary action, administrative decision).

Informal Review

Students are encouraged to discuss the decision with the relevant staff member before lodging a formal appeal.

Formal Appeal

If unresolved, a formal appeal may be lodged in writing using the Appeals Form.
Appeals will be:

- Reviewed impartially by a person not directly involved in the original decision
- Assessed based on available evidence
- Finalised with written notification outlining the decision and reasons

ERDI Academy aims to resolve appeals within **30 working days**, with written updates provided if the process exceeds 60 days.

External Review

If a student remains dissatisfied with the outcome of a complaint or appeal, they may request an independent review. ERDI Academy will cooperate fully with any external review process and provide information about appropriate external agencies, such as the National Training Complaints Hotline. Costs associated with an independent external review may be the responsibility of the student.

All complaints and appeals are handled confidentially and are recorded for continuous improvement purposes.

Further details are available in the Complaints and Appeals Policy and Procedure.

Transition of Superseded Qualifications

From time to time, nationally recognised qualifications may be updated or replaced on the national training register. If your enrolled qualification is superseded, ERDI Academy will manage the transition in accordance with regulatory requirements. Where the replacement qualification is deemed equivalent, students will continue their studies with minimal disruption.

Where the replacement qualification is not equivalent, ERDI Academy will:

- Transition students to the new qualification as soon as practicable, and
- Ensure transition occurs no later than 12 months from the publication of the replacement qualification on the national register (unless otherwise directed by the regulator).

After the transition period, ERDI Academy cannot enrol students into the superseded qualification or issue certification for it (other than replacement certificates).

Students affected by a transition will be advised in writing of:

- Any changes to course structure
- Updated assessment requirements (if applicable)
- Relevant timeframes
- Any applicable fee

Further information is available from Student Experience and Support service.

ERDI Academy maintains accurate and secure records of all student enrolments, assessment outcomes and certification in accordance with the Privacy Act and relevant regulatory requirements.
Student information is handled confidentially and is only disclosed where authorised or required by law.

Access to Student Records
Students may access their course progress and assessment results at any time through the Student Management System or Learning Management System.
Students may also request access to their records in writing by contacting Student Experience and Support service.

Requests should include:
- Full name
- Date of birth
- Student ID (if known)
- Course enrolled

ERDI Academy will acknowledge receipt of the request and provide the requested information within **7 working days**, where practicable.

Record Retention
ERDI Academy securely retains:
- Enrolment records
- Assessment outcomes
- Statements of Attainment and qualification records

In accordance with regulatory requirements, qualification and Statement of Attainment records are retained for a minimum of **30 years**.
If ERDI Academy ceases operation, student records will be transferred to an appropriate authority in accordance with regulatory requirements.

Security of Information
Student records are stored securely in electronic systems with appropriate access controls. Physical documents, where used, are stored securely.

ERDI Academy takes reasonable steps to protect personal information from misuse, loss, unauthorised access or disclosure.

Further information is available in the Privacy Policy and Records Management Policy.

ERDI Academy applies a fair and transparent approach to course fees, payment arrangements and refunds. Current course fees are available in the relevant Course Brochure and on the ERDI Academy website.

Payment of Fees

Students are responsible for ensuring all fees are paid in accordance with their agreed payment schedule. Where a payment plan has been approved, all instalments must be paid as agreed. Certification will not be issued until all outstanding fees have been finalised.

Refund Period (Cooling-off Period)

Students are entitled to a **14-calendar-day refund period** from the date of official enrolment. Official enrolment occurs once all pre-enrolment requirements have been completed and the student has been accepted into the course.

Refund requests must be submitted in writing within this 14-day period using the Refund Request Form. Where approved within the refund period, a refund will be issued less:

- A non-refundable administration fee equal to 25% of the full (non-discounted) course fee, or
- A minimum of **$250**, whichever is greater.

Commencement of Training

For online delivery, training and assessment are considered to have commenced once login access has been issued and the learning platform has been accessed.
Refunds Outside of the Refund Period
No refunds are normally available for withdrawal outside the 14-day refund period.
In exceptional circumstances, refund requests may be considered at the discretion of ERDI Academy management.
Students who withdraw after commencement remain liable for any outstanding fees for training and assessment provided up to the date of withdrawal.
Refunds, where approved, will be paid to the person or organisation that originally paid the fees and will be processed within **four (4) weeks** of receiving a completed Refund Request Form.

Provider Default Obligations

If ERDI Academy is unable to deliver a course in full, students will be:
- Offered a refund for the portion of the course not delivered; or
- Offered enrolment in a suitable alternative course at no additional cost.
Refunds will be processed within two (2) weeks of the course ceasing.

Consumer Rights

This policy does not remove your rights under Australian Consumer Law.
Further details are available in the Fees and Refund Policy.

Privacy

ERDI Academy is committed to protecting your personal information and manages all student and staff data in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

ERDI Academy collects and holds personal information for purposes including:
- Enrolment and course administration
- Assessment and certification
- Regulatory reporting requirements
- Student support services

Personal information may be disclosed where required by law, including to relevant Commonwealth and State training authorities for audit, monitoring and regulatory purposes.
ERDI Academy takes reasonable steps to protect personal information from misuse, loss, unauthorised access or disclosure.

Students have the right to:
- Access their personal information
- Request correction of inaccurate information
- Lodge a complaint if they believe their information has been mishandled

Further details are available in the ERDI Academy Privacy Policy.

Workplace Health and Safety (WHS)

ERDI Academy is committed to providing a safe and healthy learning and working environment for all students, staff, contractors and visitors.

We comply with applicable Workplace Health and Safety (WHS) legislation and continuously review our practices to maintain a safe environment.

WHS Responsibilities

ERDI Academy will:
- Provide and maintain safe facilities, equipment and systems of work
- Provide relevant safety information and instruction
- Ensure appropriate supervision during training activities
- Maintain safe conditions in classrooms, training environments and workplaces (where applicable)

Student Responsibilities

All students are expected to:
- Follow WHS instructions and procedures
- Use equipment safely and as directed
- Report hazards, incidents or unsafe conditions immediately
- Act in a manner that does not place themselves or others at risk

Safety is a shared responsibility. All members of the ERDI Academy community are expected to contribute to a safe learning environment.

Emergency Procedures
In the event of an emergency (such as fire, medical incident, evacuation or other serious hazard), students must:
- Follow the instructions of ERDI Academy staff or emergency personnel
- Evacuate promptly when directed
- Proceed to the designated assembly area
- Not re-enter the building until authorised to do so

Emergency exits, evacuation diagrams and assembly points are displayed throughout the premises. Students are expected to familiarise themselves with these locations at the commencement of their course. All incidents, injuries or near misses must be reported immediately to a trainer or staff member. In the case of a medical emergency, staff will contact emergency services where required.

Infection Control
ERDI Academy is committed to maintaining a clean, hygienic and safe learning environment to minimise the risk of infectious illness.
All students, staff and visitors share responsibility for infection prevention and must take reasonable steps to reduce the spread of illness.
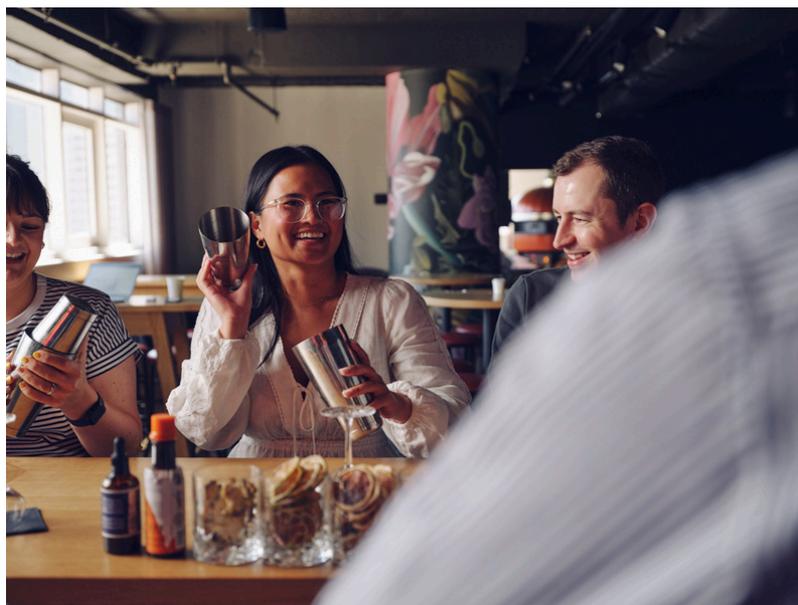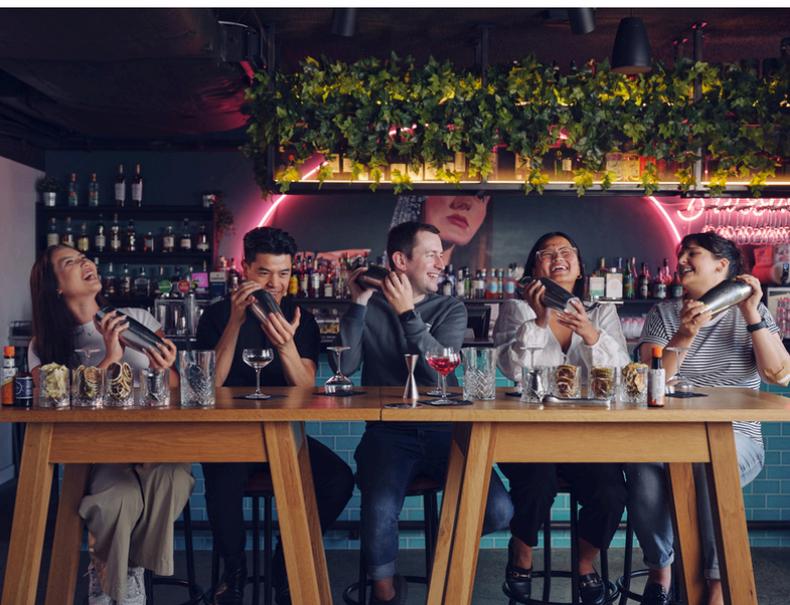
ERDI Academy will:
- Maintain clean and hygienic training facilities
- Implement appropriate hygiene and food safety practices
- Provide relevant guidance where public health requirements apply

Students are expected to:
- Maintain appropriate personal hygiene
- Follow all food safety and hygiene procedures during practical activities
- Wash hands regularly and as required
- Use personal protective equipment (PPE) where instructed
- Stay home if unwell and notify ERDI Academy of prolonged absence

ERDI Academy will respond to infectious illness risks in accordance with applicable public health advice.

We are proud to support you throughout your learning journey at ERDI Academy.

Your time with us is an important step in your professional development, and we are committed to providing a supportive, respectful and industry-focused environment to help you succeed. We encourage you to take ownership of your learning, seek support when needed, and make the most of every opportunity to grow your skills and confidence.

Hospitality is built on professionalism, teamwork and excellence — qualities we aim to foster in every ERDI Academy student.

We wish you every success in your studies and look forward to celebrating your achievements.

VERSION CONTROL

Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
18/08/2025	Document creation	ERDI Academy	v. 1.0	22/08/2025	21/08/2026
11/09/2025	Post-external audit updates; SRTOs 2025	Erdi Academy	v. 2.0	11/09/2025	10/09/2026
27/02/2026	Full review and update	Erdi Academy	v.2.1	01/03/2026	01/03/2027

RTO INFORMATION

Document Name	Student Handbook
RTO/Company Name	ERDI Academy
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