

COMPLETE HOSPITALITY TRAINING

STUDENT HANDBOOK



CONTENTS

WELCOME	1
PURPOSE OF THE STUDENT HANDBOOK	1
OUR PURPOSE.....	1
OUR VISION.....	1
OUR MISSION.....	1
OUR VALUES	1
INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING	1
NATIONAL RECOGNITION	1
DELIVERY OF TRAINING.....	2
THE UNIQUE STUDENT IDENTIFIER	2
STUDENT RIGHTS AND RESPONSIBILITIES	3
STUDENT SAFETY AND BEHAVIOUR	4
STUDENT PROGRESS.....	4
SUSPENSION OF ENROLMENT	4
WITHDRAWAL FROM A COURSE.....	5
FEES	5
PAYMENT METHOD	5
REFUND POLICY.....	5
RESULTS AND CERTIFICATES	6
GUARANTEE OF SERVICE	6
CERTIFICATE REPRINT	6
ACCESSING GOVERNMENT FUNDED PLACES	7
STUDENT SUPPORT	7
EXTERNAL SUPPORT SERVICES.....	8
WHAT ARE COMPETENCIES?	9
HOW ARE COMPETENCIES ASSESSED?	9
TRAINING AND ASSESSMENT STANDARDS.....	10
COMPLETE HOSPITALITY TRAINING'S CODE OF ETHICS AND RESPONSIBILITIES	10
ACCESS AND EQUITY POLICY.....	11
OCCUPATIONAL HEALTH & SAFETY	12
SAFETY	12
EVACUATION PROCEDURE FOR COMPLETE HOSPITALITY CAMPUS MELBOURNE	13
EMERGENCY PROCEDURES	13
PARTICIPANT WELFARE	13
CLIENT HARASSMENT POLICY	14
DISCIPLINARY PROCEDURES	15
MISCONDUCT.....	15
LANGUAGE, LITERACY AND NUMERACY SKILLS.....	16
RECOGNITION OF PRIOR LEARNING.....	16



WHAT IS RECOGNITION?	16
RECOGNITION GUIDELINES.....	16
FORMS OF EVIDENCE FOR RECOGNITION	16
GETTING CREDIT FOR YOUR CURRENT COMPETENCE	17
WHAT IS CREDIT TRANSFER?	17
EVIDENCE REQUIREMENTS	17
CREDIT TRANSFER GUIDELINES.....	17
PLAGIARISM AND CHEATING	18
PLAGIARISM AND CHEATING POLICY	18
PLAGIARISM AND CHEATING PROCEDURE	18
REPORTING	18
MAKING COMPLAINTS AND APPEALS	20
WHAT IS A COMPLAINT?.....	20
WHAT IS AN APPEAL?	20
EARLY RESOLUTION OR COMPLAINTS AND APPEALS	20
COMPLAINT AND APPEALS HANDLING	20
CLIENT PRIVACY	21
PRIVACY POLICY	21
PERSONAL INFORMATION COLLECTED	21
METHODS OF COLLECTION	21
COLLECTION PURPOSE	22
INDIVIDUAL ACCESS TO PERSONAL INFORMATION.....	22
COMPLAINTS CONCERNING THE PRIVACY ACT	22
DISCLOSURE OF PERSONAL INFORMATION.....	22
SECURITY OF PERSONAL INFORMATION	23
COMPLIANCE WITH LEGISLATION	23
NCVER SURVEY	24
OUR CONTINUOUS IMPROVEMENT OF SERVICES	24
SUGGESTING IMPROVEMENTS	24
LEARNER SATISFACTION SURVEY	24
EDUCATIONAL STANDARDS	24
APPRENTICESHIPS OR TRAINEESHIPS.....	25
ROLES AND RESPONSIBILITIES	25
TRAINEESHIP PAPERWORK	26
SUPERVISOR REPORTS	27
ASSESSMENTS	27
TRAINEESHIP SUPPORT	28



WELCOME

Welcome to Complete Hospitality Training. We are excited about supporting your learning journey.

What we do best, is get to know our students and ensure our training suits your needs. Our training programs are designed to help you learn; not only from the information that we share with you, but also from the working environment. This practical, efficient method makes sure that learning is focused on actual skills that take place in the hospitality industry. We ensure students not only find confidence, but excel in their roles.

PURPOSE OF THE STUDENT HANDBOOK

This Student Handbook is designed to ensure you have all the information you need to support you in your training program.

In this Handbook, you will find information about:

- Complete Hospitality Training – who we are and what we do
- Your rights and responsibilities
- How training and assessment works
- Relevant policies and procedures

OUR PURPOSE

To open the door to a world of possibilities for all those people that choose to learn with us.

OUR VISION

Complete Hospitality Training will be Australia's Leading RTO servicing the Hospitality Industry.

OUR MISSION

To make our part of the world a better place by teaching the value of service.

OUR VALUES

In recognition of this mission, our objectives are:

- **Respect for everyone** – we value our team, our learners, and our partners. We choose to be open, equitable, and inclusive through how we act, speak, and think.

- **Enthusiasm** – we approach each day with a sense of excitement for what we can achieve. We are ready and willing to enjoy the opportunities we have.
- **Commitment and dedication** – we are committed to our team, our learners, and our stakeholders. We are dedicated to achieving success by working together and providing outstanding service.
- **Integrity** - we hold ethical behaviour and integrity as our highest priorities. We communicate openly and honestly and conduct ourselves in accordance with shared and agreed standards of behaviour.
- **Passion and pride** – we are passionate about the hospitality industry and what we do. We take pride in our work and encourage the same in our learners.
- **Excellence by choice**– we see every opportunity as a chance to learn and improve. Just as our learners benefit from our training to improve their knowledge and skills, we consistently look for ways to enhance what we do.

INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

NATIONAL RECOGNITION

The Qualifications and nationally recognised Statements of Attainment issued by Complete Hospitality Training must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Complete Hospitality Training recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.



DELIVERY OF TRAINING

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

THE UNIQUE STUDENT IDENTIFIER

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [click here \(https://www.usi.gov.au/documents/usi-exemptions-table\)](https://www.usi.gov.au/documents/usi-exemptions-table). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or Statement of Attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au



STUDENT RIGHTS AND RESPONSIBILITIES

Congratulations on choosing to study with Complete Hospitality Training. As a participant in one of our training programs, you have rights and responsibilities governed by State and Federal legislation. All students enrolled with Complete Hospitality Training are self-nominated and are required to complete a pre-training review to determine suitability for study.

STUDENT RIGHTS	STUDENT RESPONSIBILITIES
Be treated fairly and with respect by others	Read and adhere to all the information, policies and procedures as outlined in this Student Handbook
Learn in an environment free from discrimination and harassment	Take ownership of your role as a learner
Learn in a supportive environment which is free from harassment, discrimination and victimisation	Treat all people with fairness and respect and do not do anything that could offend, discriminate, victimize, disrupt or threaten others
Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised	Follow all safety policies and procedures as directed by staff and report any perceived risks as they become known.
Have personal details and records kept private and secure according to our Privacy and Personal Information Policy	Provide relevant and accurate information to Complete Hospitality Training in a timely manner and notify Complete Hospitality Training if any personal or contact details change
Apply to have your existing skills and knowledge recognised through our Recognised Prior Learning (RPL) process	Progress through learning programs in line with timeframes, completing all assessment tasks, learning activities and assignments honestly and without plagiarism
Have complaints dealt with fairly, promptly, confidentially and without fear of any repercussions and make appeals about Complete Hospitality Training procedural and assessment decisions	Prepare appropriately for all assessment tasks, visits and training sessions
Be given clear and accurate information about their course, training and assessment arrangements and their progress	Make regular contact with their Trainer/Assessor and notify Complete Hospitality Training if they are unable to attend training sessions for any reason as soon as possible
Receive training, assessment and support services that meet their individual needs accessing support needed to effectively participate in the training program	Notify Complete Hospitality Training if any difficulties arise as part of their involvement in the program
Provide feedback to Complete Hospitality Training on the client services, training, assessment and support services they receive	Make payments for their training within agreed timeframes



STUDENT SAFETY AND BEHAVIOUR

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects classroom standards at all times. Participants should be punctual to all training sessions. If you are late you may be marked as not having attended a training session and this may affect your overall result.

Do not leave handbags or other valuables unattended during any training and assessment activity. You are ultimately responsible for your own belongings. Complete Hospitality Training accepts no responsibility for any belongings which may be stolen or go missing.

Smoking is not permitted within the building or in such a way that blocks entrance to the building.

If you have a personal health condition which may become critical while attending the course, please advise your Trainer and administration personnel before commencing the course. All information will be treated in strict confidence and is only required so Complete Hospitality Training can provide support or treatment should an emergency arise

Should you be involved in any accident which results in personal injury and/or damage to equipment or facilities, notify the Trainer immediately.

Complete Hospitality Training uses real alcohol when making cocktails at the Melbourne campus. Students may consume the cocktails they make, provided they are over 18 years of age, however Trainers may refuse consumption to any student if it poses a threat to their health and safety. Use of illicit substances during training hours is unacceptable and will result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

STUDENT PROGRESS

Participants will be advised of their training schedule through their student training plan.

Students are expected to attend all classes and participate in all training activities and carry out any tasks that are required to achieve competency. You

should complete these tasks to the best of your ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of your training. Your trainer will then discuss an action plan with you to address the performance issue and provide you with opportunities to recommence training if appropriate.

If you are unable to attend a programmed training session then you must make every effort to contact Complete Hospitality Training 48 hours before the session to discuss a plan to maintain progress. This may involve a catch-up class, extra self-paced study or another method agreed to with your Trainer. Excessive absences may result in suspensions or cancellation.

Complete Hospitality Training will attempt to contact students who do not attend all classes from a program to arrange alternate arrangement. If students are unresponsive or non-contactable after three contact attempts, they may be withdrawn from the program.

SUSPENSION OF ENROLMENT

The suspension of an enrolment means a student's enrolment is temporarily on hold.

Your enrolment could be suspended due to one of the following reasons:

- Your enrolment has exceeded the maximum course duration and we have not been able to get in contact with you on the provided contact number or email address
- You have not submitted required assessment tasks or log books within the required time frames and we have not been able to get in contact with you on the provided contact number or email address
- You have failed to meet the attendance requirement under the rules of the course
- You have breached the terms and conditions of your enrolment as per this Student Handbook

Complete Hospitality Training may proceed with the withdrawal of any suspended students who are no longer seen to be actively engaged in their training programs - *Refer to Attendance and Training Engagement.*



WITHDRAWAL FROM A COURSE

If you wish to terminate your participation in the training program, please inform your trainer or Complete Hospitality Training reception immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly.

Complete Hospitality Training may also withdraw participants who are no longer seen to be actively engaged in their training programs - *Refer to Attendance and Training Engagement.*

FEES

Complete Hospitality Training charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, amenities fees and training and assessment services.

Details of all fees and charges, including fees for Government Subsidised Training, relevant concession rates and full fee rates, and Materials and Services Fees is available on our website <http://www.cht.edu.au/>

Service and/or amenities fee's shall only be collected and expended for the sole purpose of providing facilities, services or activities of a direct benefit to students. All students are issued an invoice prior to enrolment clearly stating the full cost of the course

relevant to them. This invoice will itemise fees including tuition fees, administration fees and amenities fees.

Fees may be incurred for Recognition of Prior Learning. Please refer to your Trainer for specifics for your State or Territory.

PAYMENT METHOD

Complete Hospitality Training accepts payment for fees using:

- Credit Card – EFTPOS
- Electronic Funds Transfer (account details available on request)
- Payment in cash is discouraged.

REFUND POLICY

Complete Hospitality Training undertakes to ensure that we provide financial safeguards for fees, charges and subsidies received from all participants and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

The refund policy sets out the circumstances under which students may claim a refund and the associated procedures. Complete Hospitality Training takes a fair and reasonable approach to refunds. The table below details a range of scenarios and the refunds available. To apply for a refund, contact your Complete Hospitality Training Trainer.



Scenario	Refund
Written notification of withdrawal received at least two working days prior to course commencement.	Refund all course fees paid less a \$50 administration fee.
Participant wishing to transfer to another date or another course.	Transfer once at no cost for the transfer. Please contact us to arrange your transfer. Subsequent transfers will incur a \$50 administration fee. Applicable difference in course fees may apply if transferring to another course.
Written notification of withdrawal received after commencement.	No refund available.
Application for refund received more than three (3) months after the original course dates or refund application not returned to CHT within seven (7) days of being sent to the participant.	No refund available.
Participant has overpaid and has documentation to support overpayment.	Full refund of overpaid monies.
Participant has paid monies and the course is unavailable to commence.	Full refund of all course fees paid.
Cancellation of a course by Complete Hospitality Training (including closure of the RTO).	Full refund of all course fees paid

RESULTS AND CERTIFICATES

On completing the training program with Complete Hospitality Training, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Complete Hospitality Training will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations.

GUARANTEE OF SERVICE

Complete Hospitality Training is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that Complete Hospitality Training is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another Registered Training Organisation (RTO) (Fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, Complete Hospitality Training will provide a refund of any unused portion of the fee.

CERTIFICATE REPRINT

Complete Hospitality Training shall provide certificate reprints on application via an email to info@cht.edu.au

Reprinting fees are \$50. The certificate replacement process will take a maximum of ten working days



ACCESSING GOVERNMENT FUNDED PLACES

Accessing funding through the Skills First Program may impact your access to further government funding training.

The number of funded enrolments which can be undertaken in a calendar year	<p>In a calendar year, a student may only commence a maximum of two:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Skills First subsidised Skill Sets; and <input type="checkbox"/> Skills First subsidised programs that are AQF qualifications.
The number of funded enrolments which can be undertaken at the same time.	<p>Maximum of two can be undertaken at any one time.</p> <p>A student may only commence a maximum of two Skills First subsidised programs at any one time.</p>

STUDENT SUPPORT

Complete Hospitality Training caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial counselling and enrolment stage onwards.

Complete Hospitality Training provides suitable resources to help students identify their learning needs. We ensure staff have the required information for use in designing appropriate training and assessment strategies.

Complete Hospitality Training is committed to providing support, advice or assistance during training to all students. To ensure the quality delivery of training and assessment, Complete Hospitality Training provides:

- a) **Client vocational counselling** to improve and extend training outcomes. While this can be achieved on a one-to-one basis with management, Trainers and Assessors are required to monitor student progress. Clients are advised to make an appointment to see Manager/Trainers/Assessors who are responsible for monitoring client progress. Please make an appointment for:
- ☐ education and career counselling, or

- ☐ assistance when applying for Recognition of Prior Learning (RPL).

- b) **Personal counselling services** are available to all clients. These services may take the form of advice from management or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- ☐ Conflict resolution
- ☐ Stress management
- ☐ Access and equity issues
- ☐ Client welfare and support

- c) **Language, Literacy and Numeracy (LLN) support** is available to provide clients with advice and support services in the provision of language, literacy and numeracy assessment services. Clients needing (LLN) support are identified on enrolment. Participants requiring any assistance or support with language, literacy or numeracy should speak confidentially with their Trainer. Our experienced staff can discuss different ways of conducting training and assessment to assist participants in achieving competence. CHT Trainers have a background in language learning and teaching, and are able to offer clients case by case support in this area.

Where formalised LLN support is required by the client, extra-curricular assistance is available and can be



organised by contacting our administration team for more information.

EXTERNAL SUPPORT SERVICES

Below is a list of external Health Services

Service Provider	Contact details	Services	Fees
Life Line	Phone 1300 224 636 or visit	Counselling, disability services, financial gambling, indigenous mental health, personal issues, suicide, youth and age care	Free of charge
The Living Room	7 – 9 Hosier Lane Melbourne 3000 Phone (03) 9945 2100	Youth – Free healthcare and support	Free of charge
The Reading and Writing hotline	Phone 1300 655 506 or visit http://readingwritinghotline.edu.au/	Adult literacy and numeracy support	Free of charge
Turning point Alcohol and Drug centre	Phone (03) 8413 8413 or visit http://www.turningpoint.org.au/	Drug and Alcohol support	Bulk-billed with a valid Medicare Card
Victorian Aboriginal Health Services	Phone (03) 9419 3000 or visit www.vahs.org.au/about/	Wellbeing services for Aboriginal and Torres Strait Islander people	Bulk-billed with a valid Medicare Card
Beyond Blue	Phone 1300 22 4636 or visit www.beyondblue.org.au	Depression and Anxiety support	Free of charge
Job Active Australia	Phone 13 62 68 or visit www.employment.gov.au/jobactive	Unemployment services	Free of charge
Headspace	Phone or visit 1800 650 890 http://headspace.org.au/	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge



WHAT ARE COMPETENCIES?

A competency is a statement about the demonstrable skills and knowledge required by a learner. These statements are contained in each Unit of Competency. Each unit is often made up of several Elements and Performance Criteria.

The assessment of your competency means you must be able to 'show, tell and apply' evidence and skills, which match and meet these units at nationally agreed industry standards. This could include:

- ☐ Collecting, analysing and organising information
- ☐ Communicating ideas and information
- ☐ Planning and organising activities and tasks
- ☐ Working with others in a team
- ☐ Leading teams
- ☐ Using mathematical ideas and technological tools
- ☐ Solving problems
- ☐ Demonstrating skills and knowledge understanding

HOW ARE COMPETENCIES ASSESSED?

Assessment of competencies may attract both direct (show and tell) and indirect (show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate a unit of competency skill (and apply related knowledge associated with that unit of competency).

While demonstration of skills can be seen, underpinning skills (Employability skills) such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your Trainer/Assessor may also ask you questions related to the competency unit.

Competency based assessment is very flexible, so can be tailored to meet the needs of each individual participant. It is evidence based, which means that you provide evidence of your competence to the Assessor. Evidence gathering techniques used by Complete Hospitality Training include:

- ☐ Observation/Demonstration
- ☐ Case Studies
- ☐ Written Assignments
- ☐ Role Plays
- ☐ Questioning
- ☐ Projects
- ☐ Verbal Questioning
- ☐ Logbooks
- ☐ Third Party Reports / Supervisor Reports

During assessment, your Assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as 'C' – Competent or 'NYC' – Not Yet Competent at the end of the assessment. Competencies are not scaled or 'marked'.



TRAINING AND ASSESSMENT STANDARDS

Complete Hospitality Training is committed to delivering training and assessment consistent with the highest industry standards. Complete Hospitality Training will:

- ☐ Provide staff with all necessary induction and training
- ☐ Conduct regular reviews of training and assessment procedures
- ☐ Consult with industry, staff, and participants to assess the quality of training and assessment
- ☐ Always seek to improve training and assessment procedures
- ☐ Provide all the necessary resources to implement these processes
- ☐ Adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction.

Complete Hospitality Training will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry feedback will be used to review and improve training and assessment. Any industry feedback which indicates practices by Complete Hospitality Training and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by Complete Hospitality Training.

The courses at Complete Hospitality Training are delivered based on competency standards set by industry. Participant competency for each component of their course (units) will be assessed by qualified Trainers and Assessors using strict assessment criteria. When a participant can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded.

Where a participant can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment will be issued for the units in which competency was achieved. Participants who fail to demonstrate the required level of competency will be provided with

information, advice and/or counselling, and given further opportunity to demonstrate their competency.

COMPLETE HOSPITALITY TRAINING'S CODE OF ETHICS AND RESPONSIBILITIES

Complete Hospitality Training shall at all times act with integrity in dealings with all clients and members of the community.

Complete Hospitality Training shall adopt such policies and practices to ensure the quality of Vocational Education and Training programs offered are relevant and in accordance with:

- ☐ National Vocational Education and Training Regulator Act 2011, and
- ☐ Standards for Registered Training Organisations (RTO's) 2015
- ☐ Service Agreement
- ☐ Commonwealth/State legislation and regulatory requirements.

Complete Hospitality Training will ensure:

- ☐ Training and Assessment Strategies and practices are responsive to industry and learner needs, meet the requirements of training packages and VET accredited courses, and staff are qualified sufficiently to deliver and assess programs on an ongoing basis,
- ☐ Its operations are quality assured.
- ☐ AQF Certification is Issued, maintained and accepted in accordance with the Standards for Registered Training Organisations (RTO's) 2015
- ☐ Clients and current learners are provided with accurate information about the company, our services and performance
- ☐ Each learner is properly informed and protected
- ☐ Complaints and appeals are recorded and dealt with fairly, efficiently and effectively.
- ☐ Effective Governance and administration arrangements are in place
- ☐ Legal compliance and co-operation the VET Regulator.
- ☐ Compliance with current Occupational Health and Safety and Duty of Care requirements,



- The maintenance of adequate records and the security of all current and archival records,

Complete Hospitality Training undertakes to maintain quality training and to uphold the highest ethical standards as promoted by the Statement of Expectations.

Complete Hospitality Training representatives shall not offer incentives to individuals to induce them into undertaking government subsidised training.

Complete Hospitality Training undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

Complete Hospitality Training shall refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics or relevant standards or regulations.

ACCESS AND EQUITY POLICY

Complete Hospitality Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Complete Hospitality Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Complete Hospitality Training that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Complete Hospitality Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

The Equal Opportunity Commission's advice line offers free, impartial and confidential advice. Tel:1300 292 153 | TTY: 1300 289 621 | Email: complaints@veohrc.vic.gov.au



OCCUPATIONAL HEALTH & SAFETY

Complete Hospitality Training is dedicated to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

Management of Complete Hospitality Training is responsible for ensuring that the level of Occupational Health and Safety is not compromised, and recognises its obligations under the Federal and State rules and regulations of the Victoria Occupational Health and Safety Act 2004.

Management of Complete Hospitality Training have assessed the security and safety concerns of operating after 18.00 hours and on weekends and have deemed the environment to be relatively safe.

This conclusion was reached due to the following considerations;

- ☐ We operate in a building with security on the lifts.
- ☐ We are located in the built up central business district of Melbourne, which usually offers a police presence.
- ☐ We are located close to various forms of public transport.

SAFETY

Complete Hospitality Training is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- ☐ Know and observe details of emergency response and evacuation plans;
- ☐ Do not undertake activities which may cause injury to self or others;
- ☐ Be responsible for your own actions;
- ☐ No smoking at the training and assessment facilities or offices;
- ☐ Report all potential hazards, accidents and near misses to the Complete Hospitality Training staff;

If you are involved in any accident which results in personal injury and/or damage to equipment or facilities, notify the Trainer immediately.

No consumption of illicit substances by any person within training and assessment facilities or during the conduct of training and assessment;

Keep training and assessment areas neat and tidy at all times;

Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and

Observe hygiene standards particularly in classrooms, eating and bathroom areas.

The Management of Complete Hospitality Training have assessed the security and safety concerns of operating after 18.00 hours and on weekends and have deemed the environment to be relatively safe.

This conclusion was reached due to the following considerations;




We operate in a building with security on the lifts.

We are located in the built up central business district of Melbourne, which usually offers a police presence.

We are located close to various forms of public transport.



EVACUATION PROCEDURE FOR COMPLETE HOSPITALITY CAMPUS MELBOURNE

<p>Removal of Persons from Immediate Danger</p> <p>Upon becoming aware of an emergency or hearing the alert tones, assist any person in immediate danger ONLY if safe to do so.</p> <p>Wardens (or person in charge) shall ensure all occupants are to be removed from affected area into the next compartment, for example from a room to a corridor. Close the door.</p> <p>DO NOT USE ANY OF THE LIFTS. Doors should be closed to confine smoke and fire in affected compartment.</p> <p>Have warden or person in charge notify Chief Warden.</p>	
<p>Removal to a Safe Area.</p> <p>If the severity of smoke or heat warrants further evacuation, occupants should be moved through fire and smoke control doors to safe areas on the same level.</p>	
<p>Complete Evacuation of a Floor</p> <p>Should the emergency necessitate evacuation of the affected floor, Warden shall direct occupants to the assembly areas via emergency exits</p> <p>Assembly area at:</p> <ol style="list-style-type: none"> 1. Corner of Flinders Lane & Elizabeth St; 2. Corner of Rothsay Lane and Elizabeth St. <p>Remain at assembly area until given further instruction.</p>	

EMERGENCY PROCEDURES

- ☐ In the event of an emergency, procedures and exit plans must be followed. If you hear an alarm or a staff member (warden) advises of an emergency, please follow the Evacuation Procedure.
- ☐ Please familiarise yourself with your relevant evacuation policy and procedure for your place of study or workplace.
- ☐ An occupant or Warden who is not trained in the use of the installed fire equipment is not to attempt to extinguish a fire.

PARTICIPANT WELFARE

In order to protect the welfare of students Complete Hospitality Training:

- ☐ Does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day.
- ☐ Due to the nature of the hospitality industry Complete Hospitality Training does deliver training in the evenings as well as on weekends



CLIENT HARASSMENT POLICY

Complete Hospitality Training will not tolerate any harassment, victimisation, bullying or other conduct that has the purpose or effect of interfering with an individual's work or learning performance or creating an intimidating, hostile, or offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation. Any forms of harassment, bullying and victimisation are contrary to our duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. They can be overt or subtle, direct or indirect.

Examples of harassment may include:

- ☐ Unwelcome physical contact
- ☐ Repeated unwelcome invitations
- ☐ Insulting or threatening language or gestures
- ☐ Continual unjustified comments about a client's work or work capacity
- ☐ Jokes and comments about someone's ethnicity, colour or race
- ☐ Pictures, posters, graffiti or electronic images which are offensive, obscene or objectionable

Examples of victimisation may include:

- ☐ Unfavourable treatment e.g. aggression
- ☐ Refusing to provide information to someone
- ☐ Ignoring a person
- ☐ Mocking customs or cultures
- ☐ Unjustifiably low assessment of client work

Examples of bullying may include:

- ☐ Using strength or power to coerce others by fear
- ☐ Behaviour that intimidates, degrades or humiliates a person
- ☐ Aggression, verbal abuse and/or behaviour which is intended to punish
- ☐ Personality clashes and constant 'put-downs'
- ☐ Persistent, unreasonable criticism of client work performance

- ☐ Client violence, whether physically carried out or threatened against teachers/other clients

Clients and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to management. All complaints will be promptly investigated.

The privacy of a client filing a report, and of the individual under investigation, shall be respected at all times, consistent with the obligation to conduct a fair and thorough investigation. All staff and clients are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Disciplinary action may be taken against clients or staff who are found to have harassed other clients or staff.

Complete Hospitality Training expects all clients to uphold the spirit of this policy. Breaches of the policy will be considered (potentially serious) misconduct which may result in expulsion of clients or dismissal of staff.

This policy is underpinned by the following;

- ☐ Charter of Human rights and responsibilities 2006
- ☐ Equal Opportunities Act 2010
- ☐ Disability Act 2006



DISCIPLINARY PROCEDURES

- ☐ Where your behaviour is affecting the learning process, you will be asked to leave and be given a written warning. Re-entry to the training program will need to be negotiated with the trainer.
- ☐ Any misconduct (below) will result in a meeting followed by a written warning.
- ☐ Any further incidents will result in termination from the course without refund.
- ☐ Serious misconduct will result in immediate termination from your course. No refund will be given in this instance

MISCONDUCT

Misconduct includes but is not limited to;

- ☐ Theft
- ☐ Fraud
- ☐ Violence/ assault
- ☐ Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- ☐ Serious negligence including OH&S non compliance
- ☐ Breaches of policy on staff/service users relationships
- ☐ Serious breach of confidentiality
- ☐ Refusing to carry out lawful and reasonable instructions
- ☐ Wilful disobedience
- ☐ Being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities.



LANGUAGE, LITERACY AND NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Complete Hospitality Training will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Complete Hospitality Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

RECOGNITION OF PRIOR LEARNING

In accordance with the requirements of the Standards for Registered Training Organisations, Complete Hospitality Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

WHAT IS RECOGNITION?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for

duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

RECOGNITION GUIDELINES

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Complete Hospitality Training scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

FORMS OF EVIDENCE FOR RECOGNITION

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current



competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Complete Hospitality Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

GETTING CREDIT FOR YOUR CURRENT COMPETENCE

Complete Hospitality Training acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

WHAT IS CREDIT TRANSFER?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful

completion of the unit which has been previously awarded.

EVIDENCE REQUIREMENTS

If you are seeking credit you are required to present your statement of attainment or qualification for examination by Complete Hospitality Training. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

CREDIT TRANSFER GUIDELINES

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which is not included in Complete Hospitality Training scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Complete Hospitality Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.



PLAGIARISM AND CHEATING

PLAGIARISM AND CHEATING POLICY

Cheating and Plagiarism will not be tolerated at Complete Hospitality Training.

Collusion, plagiarism and cheating are considered by Complete Hospitality Training when designing assessments. Assessments are designed to reduce the likelihood of such an occurrence

Evidence of collusion, plagiarism and cheating shall be reported to the Director, who shall investigate the instance, apply appropriate corrective actions and retain evidence of the investigation and documentation of the actions taken.

Students are responsible for being familiar with this policy received at enrolment, for acknowledging intellectual material used by them, for submitting work that is their own and for taking all reasonable steps to ensure that their work is their own.

PLAGIARISM AND CHEATING PROCEDURE

DECLARATIONS

Students shall be required to complete a declaration for each assessment declaring the work submitted by them is entirely their own and that acknowledgement of sources used to produce their work has been made.

Group assignment declarations shall be signed by all members of the group, referencing the portions of work attributed to each individual, declaring the work submitted by each individual is entirely their own and that acknowledgement of sources used to produce their work has been made.

TESTS (DIRECT SUPERVISION)

During all written tests students will be monitored by the assessor.

Prior to the commencement of any written test, students will be informed that cheating is not acceptable at Complete Hospitality Training and if they are caught cheating they will be immediately removed from the assessment and marked Not yet satisfactory.

Complete Hospitality Training has a 2 strike policy if a student is caught cheating they will be removed from the test and have the opportunity to repeat the assessment at a later date. If they are caught cheating the subsequent time they will be marked NYC and removed from the course by the Trainer.

Assignments (take home)

When assigning take home assessments or projects, students will be advised that all work must be their own, that the sources used to compile their work are to be referenced and that they shall be required to sign a declaration, declaring this to be the case.

Students will also be told that if Complete Hospitality Training detects;

- ☐ Plagiarism, the assessment will be marked as Not Satisfactory and the student will need to resubmit.
- ☐ Two or more assessment where the work has been copied both assessments will be marked as Not Satisfactory and both students will need to resubmit.

This will be considered a deliberate act of cheating and if there are any future occurrences of this they will be marked NYC and removed from the course.

REPORTING

CLASSROOM TESTS

In the event that a student is found to be cheating during a supervised test, the supervising trainer is to remove the student from the classroom and mark the assessment not yet satisfactory. This assessment along with an explanatory note is to be passed to the Director. The student can contact reception to rebook a subsequent assessment. Instances of cheating will be documented on a file note in the students hard copy file.

TAKE HOME ASSIGNMENTS

With regard to take home assessments, Trainers/Assessors shall report suspected cases of collusion, plagiarism or cheating to the Director. In this



instance the Trainer/Assessor should not accuse a student of collusion, plagiarism or cheating.

Evidence to support the above concerns shall be provided to the Director. Evidence may be in the form of the following, but not limited to;

- ☐ Sources of plagiarism.
- ☐ Previous examples of student performance that leads a Trainer/Assessor to believe the current assignment may have been the result of collusion.

The Director shall document the Trainer /Assessors concerns on our internal complaints form.

The Director shall examine the evidence provided, documenting the outcomes on the internal complaints form.

- ☐ whether or not they believe the actions to be intentional or an unintentional
- ☐ actions to be taken

Where the investigations reveal a cause for concern the student shall be advised by the Director and given an opportunity to respond.

Students shall be advised they have the right to have a support person present during discussions, if they so wish.

All responses, required actions and responsibilities shall be documented on the internal complaints form.



MAKING COMPLAINTS AND APPEALS

Complete Hospitality Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

WHAT IS A COMPLAINT?

A complaint is negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Complete Hospitality Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

WHAT IS AN APPEAL?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Complete Hospitality Training within 28 days of the student being informed of the assessment decision or finding.

EARLY RESOLUTION OR COMPLAINTS AND APPEALS

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

COMPLAINT AND APPEALS HANDLING

Complete Hospitality Training undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Complete Hospitality Training including all details of lodgement, response and resolution.

- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome and must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint
- Complete Hospitality Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Staff are to provide assistance to students during the complaint handling process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Complete Hospitality Training representative is to disclose information to any person without the permission the Training Manager. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the Director.
- If complainant is not satisfied with the outcome of the complaint handling, the Director may arrange for the complaint to be considered by an appropriate independent third-party such as the Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:
 - Free call: 1800 651 650
 - Email: infoaus@resolution.institute
 - Website: <https://www.resolution.institute>



- **Students may also contact** the [National Training Complaints Hotline](#) on 13 38 73 or by following

CLIENT PRIVACY

Complete Hospitality Training recognises clients' rights to privacy. The Complete Hospitality Training Privacy Policy identifies how we handle information we obtain. We collect and store your enrolment details and your progress reports.

Where State or Commonwealth funding supports training, we are required to submit your enrolment details for statistical purposes.

We do not identify information you provide us. The information we collect from you is protected. Personal client files will only contain information pertinent to the client's training program.

The confidentiality of all personal information in our records will be protected as per the Information Privacy Act 2000.

PRIVACY POLICY

Complete Hospitality Training Pty. Ltd., with respect to the privacy of all individuals, complies with all Privacy legislation including the Information Privacy Act 2000, the Privacy Act 1988 and the Australian Privacy Principles.

Complete hospitality shall include a standard privacy notice in all enrolment forms, in accordance with the Victorian VET Student Statistical Collection Guidelines, which advises students how their data may be supplied to and used by the Department and Commonwealth VET Fee-Help agencies.

PERSONAL INFORMATION COLLECTED

Complete hospitality only collects personal data that is reasonably necessary for /or directly related to the client's enrolment and training activity.

Information collected includes:

- ☐ Personal information as detailed in the Victorian VET Student Statistical Collections Guidelines (Standard Enrolment Questions, including USI information.)

the email complaint process for the Hotline at www.education.gov.au/NTCH

- ☐ Funding eligibility evidence (where applicable) as determined by the Department of Education
- ☐ Results of training and performance evaluations including assessments, RPL assessments and language literacy & numeracy evaluations to meet the requirements of the Department of Education Skills First Funding Contract and the AQTF Guidelines.

Complete Hospitality requires students to identify themselves using their full legal name in order to meet the requirement of the Victorian VET Student Statistical Collections Guidelines (Standard Enrolment Questions) and the Department of Education. Clients with exceptional circumstance are required to contact the director to further discuss their circumstances. An appointment to discuss the matter should be made in person or via email info@cht.edu.au

Complete Hospitality personnel shall update client personal details without charges being applied to ensure client information remains current, accurate and complete.

Any unsolicited information provided shall be destroyed (where lawful to do so) as soon as practicable to ensure that the information is de-identified.

METHODS OF COLLECTION

Data shall be collected on enrolment by trained enrolment personnel. Enrolment personnel are fully aware of this policy which is underpinned by privacy principles.

Enrolments are electronic (via internet)

On enrolment clients are required to tick in lieu of a signature on the electronic form to confirm:

- ☐ that the personal details that they have provided are accurate, up to date and correct
- ☐ consent to Complete Hospitality collecting personal information; and



- ☐ accept the privacy notice contained on the enrolment form.

COLLECTION PURPOSE

Complete Hospitality Training is required to collect and report full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data in accordance with the National VET Provider Collection Data Requirements Policy.

As part of the enrolment process we are required to obtain an individual's Unique Student Identifiers or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) AND [the Privacy Act 1988 \(Cth\)](#).

Where an individual has authorised Complete Hospitality Training (CHT) to create a USI on their behalf, the personal information collected for creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where Complete Hospitality Training is required under or by another law to retain the information.

Complete Hospitality Training is also required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data in order to access Skills First Program funding. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines for the purposes of State Funding allocation.

(available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>).

INDIVIDUAL ACCESS TO PERSONAL INFORMATION

Students can access their files and all records pertaining to them held by Complete Hospitality Training by making a written application to Complete Hospitality Training.

- ☐ Via email to info@chtmelbourne.com.au

- ☐ Via post (addressed to the Director of Complete Hospitality Training Pty. Ltd.)
- ☐ Or delivered to reception.

A time will then be arranged for the student to attend the premises to view their files.

Access to personal information for the purpose of certificate renewal shall be provided on the payment of a prescribed fee.

COMPLAINTS CONCERNING THE PRIVACY ACT

Client wishing to lodge a complaint or appeal concerning the privacy act are required to do so in writing, by any of the following methods.

Via email to info@chtmelbourne.com.au

Via post (addressed to the Director of Complete Hospitality Training Pty. Ltd.)

Or by obtaining an internal complaints form from reception.

Complaints shall be handled as per our Complaints and Appeal Procedure contained in the Student Handbook.

DISCLOSURE OF PERSONAL INFORMATION

Personal information shall only be used for the purpose it was collected and shall not be disclosed for any secondary purpose other than that allowed under the Privacy and Data Protection Act 2014 (Principle 2 – Use and Disclosure).

Personal information may be supplied to and used by the State and Commonwealth Governments and their representatives in the administration and monitoring of training delivery and RTO performance including the conduct of audits, VSN data reporting, AVETMISS data reporting and any other regulatory requirements.

Individuals are invited to advise us if they wish to have their name removed from our internal mailing list. Those who have privacy concerns, or do not wish to receive this information, should contact our office directly.

Complete Hospitality Training does not supply this information to any marketing company, public relation



company or overseas company. Client information shall not be disclosed to any other third party without the consent of the client.

Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

SECURITY OF PERSONAL INFORMATION

COMPLIANCE WITH LEGISLATION

Complete Hospitality Training operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at [www.austlii.edu.au Commonwealth Act Compilations](http://www.austlii.edu.au/Commonwealth/Act/Compilations)

This page allows you to browse for legislative items within ComLaw, FRLI or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made) and Compilations of Legislative Instruments and Bills 1996+. Once you have determined what you want to browse, you can select how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected.

Client information shall only be accessed modified or disclosed by authorised personnel. Authority to access client information is allocated via position descriptions and is supported by password protected computers, password protected data bases and lockable storage areas.

All personal information and payment details are collected through electronic means and is done so through secure and encrypted platforms.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Fair Work Act 2008
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2012
- Privacy Act (2001) including the Australian Privacy Principles
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005
- Work Health & Safety 2011



NCVER SURVEY

Complete Hospitality Training participates in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER), by providing information to the Department.

Students should be aware of the possibility of:

- ☐ Receiving an NCVER survey;
- ☐ Receiving an invitation to participate in a Department endorsed project;
- ☐ Receiving an invitation to participate in the Department's annual student outcome survey; and/or
- ☐ Being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

OUR CONTINUOUS IMPROVEMENT OF SERVICES

Complete Hospitality Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

SUGGESTING IMPROVEMENTS

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous

Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Complete Hospitality Training so we can improve our services in the future.

LEARNER SATISFACTION SURVEY

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Complete Hospitality Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

EDUCATIONAL STANDARDS

CHT's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of clients. Complete Hospitality Training committed to the success of clients and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.



APPRENTICESHIPS OR TRAINEESHIPS

Apprenticeships and traineeships are terms often used interchangeably however they are distinctly different in terms of the employment contract that you work under.

Under an apprenticeship:

- ☐ an employer agrees to employ you for the term of the apprenticeship and to support you in your training for that period of time, and you agree to follow instruction and attend off-the-job and/or workplace-based training;
- ☐ if your employer sells the business during your apprenticeship, the new employer must continue with the training contract;
- ☐ once the probationary period of the training contract has passed, all parties must agree in order for the contract to be cancelled.

Under a traineeship:

- ☐ an employer agrees to employ you for the term of the traineeship and to support you in your training for that period of time, and you agree to follow instruction and attend structured training;
- ☐ if the business is sold, the new employer does not have to keep you on as a trainee;
- ☐ either party may cancel the contract by signing a cancellation form or letter stating the date of cancellation. Mutual agreement is not required.

A traineeship (also referred to as an Australian apprenticeship) is a nationally recognised qualification training program delivered in the workplace. A traineeship generally combines on-the-job training delivered by the employer and off-the-job training delivered by the rto, which can be on the employers premises or the rtos. Traineeships benefit businesses in many ways including:

- ☐ motivated employees as they are learning whilst earning;
- ☐ flexible training approaches minimising employee down-time;
- ☐ incentive payments for eligible employers and employees offset the cost of training; and

- ☐ skilled employees are more productive than un-skilled employees.

Traineeships are delivered under a contract of training, agreed and entered into by; the employer, employee, the registered training organisation (rto) and the Australian apprenticeship centre (aac). The contract formalises roles and responsibilities and is required for the aac to manage incentive payments for eligible employers and employees.

The training plan for a traineeship (detailing what, when, how and who is involved in training and assessment) is negotiated by the rto with the employer and employee before the traineeship commences. The training plan is flexible and can be amended at any time with the agreement of the employer, employee and the rto; it can be accelerated or slowed down to meet the needs and learning requirements of employee.

Employers have a very important role to play in their employees' on-the-job training, they must also ensure the trainee is given time during normal working hours to complete self-directed learning, practice learnt skills and to complete off-the-job training and assessment components delivered by the rto as per the agreed training plan. Employers agree in the signing of the contract to release full-time employees to participate in training related activities for a minimum of 12 hours per month, and part-time employees to be released for a minimum of 7½ hours per month.

ROLES AND RESPONSIBILITIES

The Australian Apprenticeship Support Network

The Australian Apprenticeship Support Network (Apprenticeship Network) providers will provide advice and support services tailored to the needs of employers and apprentices throughout the apprenticeship lifecycle – from pre-commencement to completion. They are responsible for the signing of the traineeship contract, registering the contract with the relevant state government department, and administering the commonwealth government incentive and subsidy program. They offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement, and will monitor trainees and rtos to ensure the traineeship contract has been appropriately implemented.



Registered Training Organisation (RTO)

CHT, as your rto is responsible for:

- ☐ developing an appropriate training plan to suit the trainee and employer's needs;
- ☐ assessing the support needs of the trainee and modifying the training and assessment strategy as appropriate;
- ☐ providing training and assessment tools including student guides or other training resources;
- ☐ assigning a trainer and assessor who is appropriately qualified and skilled;
- ☐ contacting the trainee as a minimum on a monthly basis to confirm progress and employer support;
- ☐ training and assessing the trainee according to the training plan;
- ☐ supporting the trainee throughout their contract;
- ☐ maintaining records of both on and off-the-job training, assessments and structured withdrawal;
- ☐ issuing the appropriate qualification upon completion.

Employer

Employers are required to provide for their trainees:

- ☐ a safe working environment;
- ☐ supervision and support;
- ☐ facilities and equipment required to perform their work;
- ☐ on-the job training and relevant work experience;
- ☐ release the trainee from routine work duties to complete training and assessment activities;
- ☐ engagement and pay the employee as per the requirements of the fair work act 2009 and the amendment act 2012.

Supervisor / Mentor

Employers are required to provide supervision of the trainee by a designated and qualified member of staff (a workplace supervisor). Trainees need varying levels of supervision as they acquire skills and gain

confidence. This supervision falls into two categories; direct and general. Trainees begin learning a particular skill under direct supervision. When they achieve competence in the skill they move to general supervision while they are undertaking work where that skill is required.

Some employers also nominate a mentor for the trainees who can be anyone in the business who can provide support and assistance not only to support the training plan but also any need or assistance the trainee may require.

Supervisors are often the designated point of contact for the rto to assist in scheduling off-the-job training.

TRAINEESHIP PAPERWORK

The compliance requirements associated to qualifications that attract government funding either directly or indirectly to the employer or the rto requires a considerable amount of documented evidence to ensure government funds are being used appropriately and under the terms and conditions of the traineeship training contract. What this means is there is quite a lot of paperwork to complete for the duration of the training contract.

The training plan details what, when, how and who is involved in training and assessment. It is sometimes referred to as a "living document" as it is subject to change.

The traineeship monthly contact log is a document that records the training activities completed and time withdrawn from routine work to complete those activities. The trainee completes and keeps up to date, the document is collected monthly by the rto. This document must be signed and dated by the Trainee, Employer and RTO.

Depending on the qualification requirements (all are slightly different) machine / equipment log books may also be required. For example a piece of high risk work plant like a forklift, trainees will be required to log hours on equipment and tasks to ensure the requirements of the competency have been learnt and practiced for a prescribed period of time. This is similar to the requirement for victorian learner drivers to complete and record a minimum 120 hours of supervised driving



before they take a licence drive test, including at least ten hours of driving at night.

Employer validation is also required to ensure once the rto has confirmed competency against a nationally recognised standard that the employer also agrees that the trainee has achieved competency in the workplace. This document will be provided to the employer at the end of the course.

Trainee logbook

Your logbook is what is referred to as an evidence collection tool. While it is strictly not a piece of assessment it is still an valuable piece of information that helps give your assessor an indication the type of work you have undertaken.

It is important that you keep your logbook up to date and at the end of each day have your supervisor sign off the work you have recorded. Your trainer will monitor your logbook when they visit and make sure that you are getting the experience you required and are learning new skills.

When completing the logbook be sure to provide as much information as to the type of machinery you have used, the amount of time you spent and any additional comments or observations you have made. Your supervisor will sign each entry to verify the work has been completed by you and may provide comments to assist you in your learning.

Your trainer will explain at the induction workshop how the logbook is to be used and will be able to answer any questions at the time.

SUPERVISOR REPORTS

In conjunction with the trainee/student logbook additional evidence may be collected through observations made by your supervisor. As with the trainee/student logbook, the third party reports (tprs) form a part of the evidence collection process rather than as an assessment.

As part of the traineeship program your employer has been asked to nominate someone as your workplace supervisor who has the responsibility to monitor your work and provide feedback to your assessor. For every unit there is a third party report that needs to be

completed and forwarded to your assessor. Your supervisor will therefore be an important part of the training process by assisting you towards meeting the assessment requirements.

When the report is completed is very much a negotiation between yourself, your supervisor and the assessor. You may feel that you are ready to be assessed for a particular unit and will arrange for your assessor to visit you on site. Your assessor will contact your supervisor to arrange the visit and obtain some feedback on how you are progressing. Once the assessment has been completed the third party report will be collected.

Note that the third party report may be completed at any stage of your traineeship. Just remember that it is not an assessment and only contributes towards making a determination that you are competent.

There will be time allocated at your induction workshop to discuss how the third party report works

ASSESSMENTS

Unlike traditional classroom based training you may have experienced in the past your traineeship will be a very different experience. In a sense your workplace becomes your training venue where your employer and foresite training contribute towards assisting you in gaining the qualification. The advantage is that the work you perform on the job and the skills you will be required to demonstrate have been carefully developed in consultation with your employer.

The location, anticipated duration and assessment timing is very much a negotiation between all parties. If you feel ready to be assessed you only need to contact your assessor who will then arrange for a suitable time to make their observations. Your assessor will also seek feedback from your supervisor to help them gain a better picture of your performance at the workplace. You may also be asked to provide your logbook during the assessment to verify the level of skill and variety of work you have undertaken.

Assessments will vary in time and complexity though your trainer will be sure to brief you on the assessment requirements well in advance. It is also worth noting



that the the employer must first consent for the trainee to be released from the workplace at workshops that have been scheduled throughout the year are a perfect opportunity to ask questions about the assessment and gain a better understanding on what you will have to do.

TRAINEESHIP SUPPORT

The apprenticeship network also manages the claim documents for trainees and employers who are eligible for incentives. These documents require a declaration to be signed that all conditions of the training contract have been met and that the employee is still employed – this document is signed by both the employer and the rto.

Foresite will support the employer and the trainee for the duration of the traineeships, however there are several other third party organisations who can provide assistance, advice and support.

Key organisations responsible for supporting and providing information and assistance for traineeships include:

- The Australian Government
- <http://www.australianapprenticeships.gov.au/>
- The Apprenticeship Network in victoria
 - Apprenticeship Support Australia - 1300 363 831
 - MAS National - 1300 627 628
 - MEGT - 13 63 48
 - Sarina Russo Apprenticeship Services - 1300 178 776
 - The Victorian Registration And Qualification Authority - <http://www.vrqa.vic.gov.au/>

