



COMPLETE HOSPITALITY TRAINING

Student Handbook 2017

Version History

Version Number	Effective Date	Authorised by Manager	Description of change
13.5	26.3.2013	Leanne Barnard	Updated Release
13.6	19.4.2013	Leanne Barnard	More info added to file access
13.7	31.5.2013	Leanne Barnard	Added new evacuation procedure
13.8	03.7.2013	Leanne Barnard	Updated Government funded refund policy
13.9	10.7.2013	Leanne Barnard	Plagiarism policy underpinned by copyright, Added further underpinning to Safety Policy
13.10	16.10.13	Leanne Barnard	Added required Caveat under fee table
13.11	1.11.13	Warrick Steabben	Update due to transition to new training package
13.12	27.11.13	Leanne Barnard	Updated to reflect NCVET survey information in latest Service Agreement.
14.1	6.1.14	Warrick Steabben	Updated Government Funded Fees Table
14.2	18.1.14	Sophie Lanham	Updated Government Funded Fees Table. Removed course schedule for Certificate III in Tourism on page 31 – refer to course information brochures.
14.3	30.4.14	Sophie Lanham	Updated refund policy and removed fee table (included reference to fee table on CHT website). Withdrawal and attendance sections updated.
15.1	4.2.15	Leanne Barnard	Updated in line with Standard for RTO's in 2015. Replaced Code of Ethic with CHT code of ethics and responsibilities, updated Complaints/Corrective Actions and Appeals Procedure, added Impact of Accessing Government Subsidy and updated version of privacy policy
15.2	21.8.2015	Leanne Barnard	Student safety and behaviour updated
15.3	6.11.2015	Leanne Barnard	Updated Safety policy to include stairwell safety
16.1	5.2.2016	Leanne Barnard	Update Privacy Policy to include enrolment form requirement
16.2	8.2.2016	Warrick Steabben	Include External support service table
16.3	31.8.2016	Leanne Barnard	Updated Safety Policy to further falls, through use of ladder.
16.4	17.11.2016	Leanne Barnard	Updated NCVET survey section to include for the purpose of audit, review or investigation purposes.
16.5	29.11.2016	Leanne Barnard	Added Child safe code of conduct
16.6	1.12.2016	Leanne Barnard	Added updated Privacy policy, which now includes handling of USI information.
16.7	7.12.2016	Leanne Barnard	Removed Child safe code of conduct to publish separately on the website.
17.1	30.12.2017	Warrick Steabben	Updates in-line with 2017 requirements and formatting

Table of Contents

STUDENT HANDBOOK 2017	1
TABLE OF CONTENTS.....	3
PROGRAM OVERVIEW	ERROR! BOOKMARK NOT DEFINED.
INTRODUCTION	4
COURSE INFORMATION	4
PARTICIPANT SELECTION	4
IMPACT OF ACCESSING A GOVERNMENT FUNDING	5
LANGUAGE LITERACY & NUMERACY SUPPORT	6
CLIENT COUNSELLING SERVICES & SUPPORT	6
EXTERNAL SUPPORT SERVICES	7
TRAINER / ASSESSOR	7
TRAINING METHOD	7
FLEXIBLE DELIVERY	7
WHAT ARE COMPETENCIES?	8
HOW ARE COMPETENCIES ASSESSED?	8
COMPETENCY BASED ASSESSMENT	8
TRAINING AND ASSESSMENT STANDARDS	9
ATTENDANCE AND TRAINING ENGAGEMENT	9
CHANGE OF DETAILS	10
COMPLETE HOSPITALITY TRAINING'S CODE OF ETHICS AND RESPONSIBILITIES	10
CLIENT RIGHTS AND RESPONSIBILITIES.....	11
ACCESS & EQUITY (ANTI-DISCRIMINATION).....	12
OCCUPATIONAL HEALTH & SAFETY	12
SAFETY POLICY	13
EVACUATION PROCEDURE	15
PARTICIPANT WELFARE.....	15
CLIENT HARASSMENT POLICY.....	16
STUDENT SAFETY AND BEHAVIOUR.....	17
GENERAL REQUIREMENTS.....	17
DISCIPLINARY PROCEDURES.....	17
MISCONDUCT	18
RECOGNITION OF OTHER QUALIFICATIONS	18
POLICY FOR RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S.....	18
ASSESSMENT	20
PLAGIARISM AND CHEATING	21
COMPLAINTS/ CORRECTIVE ACTIONS AND APPEALS POLICY AND PROCEDURE	23
WITHDRAWAL FROM A COURSE	28
ISSUING OF CERTIFICATION.....	28
PARTIAL COMPLETION	28
POLICY FOR CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT	28
CLIENT PRIVACY.....	29
PRIVACY POLICY	29
FURTHER PRIVACY INFORMATION	31
COMPLIANCE WITH LEGISLATION.....	31
AQTF AUDIT.....	32
NCVER SURVEY	32
CLIENT FEEDBACK AND QUALITY IMPROVEMENT	32
REFUND POLICY	32
CERTIFICATE REPLACEMENT.....	33
QUALITY ASSURANCE – POLICIES AND PROCEDURES	33
EDUCATIONAL STANDARDS	33
FEES	33
TRAINING SCHEDULE	34

Introduction

Welcome to Complete Hospitality Training (VIC) Pty Ltd. You are now part of a highly successful training organisation. Complete Hospitality Training (VIC) Pty Ltd is a Registered Training Organisation (RTO) – provider number 3722. Complete Hospitality Training (VIC) Pty Ltd has been delivering quality training to the hospitality industry for over 20 years. Our courses are intensive programs designed to give graduates the practical skills necessary to find work in the hospitality industry.

There are many facets to your training program which you will need to be aware of before you commence. Please read the information contained in this pack carefully - it has been included to help you with your learning and development.

Course Information

You will receive the following information that will assist you in understanding your roles and responsibilities in undertaking a training program with CHT.

- Course Outline which provides information on the course content
- Session dates/times and length of course
- Access and Equity
- Language and Literacy Support
- RPL (Recognition of Prior Learning) Opportunities
- Complaints/Appeal Procedures
- Fees and refund policy
- Pre-requisites for entry into the program
- Assessment methods
- Qualifications issued

Participant Selection

Participants self-nominate to commence a course with Complete Hospitality Training. All participants are required to complete an enrolment form to register for the course. At enrolment candidates will be required to undertake a language, literacy and numeracy assessment (LLN) to ensure enrolment in suitable programs.

Impact of accessing a government funding

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

<p>The number of funded enrolments which can be undertaken in a calendar year</p>	<p>Maximum of 2 in a calendar year Not taking into account qualifications on the approved pathway qualifications list for individuals seeking to enrol in an apprenticeship, unless more than 2 at the same qualification level.</p>
<p>The number of funded enrolments which can be undertaken at the same time.</p>	<p>Maximum of 2 can be undertaken at any one time. Not taking into account qualifications on the approved pathway qualifications list for individuals seeking to enrol in an apprenticeship, unless more than 2 at the same qualification level.</p>
<p>The number of Government funded courses started at the same level.</p> <p>A two in a lifetime limit applies, the following commencements are not taken into account.</p> <ul style="list-style-type: none"> a. the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions; b. qualifications listed in the Foundation Skills List (Attachment 1 to these Guidelines); c. any VET certificates undertaken as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships); d. where an individual is transitioning from a superseded qualification to the current version of the same qualification; and e. where an individual is recommencing training in the same qualification (at either the same or a different provider). 	<p>Maximum of 2 at the same level in a lifetime of the student. Including current enrolment, including apprenticeships, including withdrawals without completion. Not taking into account; Foundation Skills courses VCE/VCAL and Vet certificates as part of a senior secondary qualification.</p>

For further clarification please feel free to contact reception

Language Literacy & Numeracy Support

CHT conducts Language, Literacy and Numeracy Assessments in order to ensure all participants are enrolled in an appropriate course and to identify any LLN assistance required by each Participant. You will be asked to complete the LLN assessment at the 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.

Client Counselling Services & Support

Complete Hospitality Training (VIC) Pty Ltd 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 (VIC) Pty Ltd provides suitable resources to help clients identify their learning needs and provides staff with the required client-based information for use in designing client training and assessment strategies. In designing and adapting its training and assessment products, Complete Hospitality Training (VIC) Pty Ltd will do its best to ensure that they are relevant to industry needs.

Complete Hospitality Training (VIC) Pty Ltd is committed to providing support, advice or assistance during training to clients who require them. To achieve this, and to ensure the quality delivery of training and education, Complete Hospitality Training (VIC) Pty Ltd 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 client 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:
 - a) education and career counselling, or
 - b) 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. Many trainers have a background in language learning and teaching, and are able to offer clients case by case support in this area.

Literacy and numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, clients need to:

- a. count, check and record accurately,
- b. read and interpret, and
- c. estimate, calculate and measure.

Where formalised LLN support is required by the client, extra-curricular assistance is available and can be organised by contacting administration 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	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	Free of charge
Job Active Australia	Phone 13 62 68 or visit www.employment.gov.au/jobactive	Unemployment	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

Trainer / Assessor

Your trainer can provide you with assistance on any aspect of the course content, resources or assessment activities. All trainers at CHT have been carefully selected bringing together a vast array of skills and experience. All trainers have the required competencies for training and assessing as per the AQTF Essential standards of registration.

Training Method

Training by Complete Hospitality Training is delivered using a variety of different approaches to learning including techniques such as self-paced learning, group based, distance learning, on-line learning and classroom style learning.

Flexible Delivery

Complete Hospitality Training (VIC) Pty Ltd includes in its objectives seeking to provide learning opportunities and support for a diverse range of clients. It aims to provide vocational services which are flexible and consistent with best practice, and which stimulate the client in providing learning experiences, making full use of appropriate and available technology.

Flexible delivery refers to the use of a range of strategies and technologies to meet the diverse needs of clients with regard to the vocation and requirements within. Flexible delivery is applicable to all clients.

Flexible delivery options should seek to achieve client-focused learning opportunities which add to existing traditional delivery methods. The inclusion of flexible delivery options demands good cooperative design processes.

Staff development and support is important in the expansion of delivery modes. Complete Hospitality Training (VIC) Pty Ltd is committed to further development of flexible delivery to give effect to its Learning and Development objectives and encourages individual participants, trainers/assessors and industry relations to continue the pursuit of suitable delivery and assessment methods. Complete Hospitality

Training (VIC) Pty Ltd views this encouragement of flexible delivery as part of normal continuous improvement and evaluation processes, which occur at all levels.

What Are Competencies?

A competency is a statement about the skills, knowledge and attitudes required by a learner. These statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means you must be able to 'show, tell and apply' evidence and skills, which match and meet these units and elements, against a set of key performance competencies and nationally set 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 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 and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning 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.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet standards of performance already nationally set.

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. Competencies are not scaled or 'marked'.

Broadly, assessment is simply a matter of whether you can (C) or cannot (NYC) demonstrate your skills and provide supporting evidence to the relevant performance standard.

If your evidence fails to demonstrate the level of competency for any unit or performance criteria appropriate to the qualification, the assessor can design a flexible training plan/pathway.

Competency Based Assessment

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
- 3rd Party Reports

The training you undertake with CHT contains a set of employability skills. Employability skills are skills that apply across a variety of jobs and life contexts and range from communication through to self-management. They are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions". For a summary of the employability skills associated with your qualification please go to the website <http://training.gov.au/>

Training and Assessment Standards

CHT is committed to delivering training and assessment consistent with the highest industry standards. CHT 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

CHT will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

CHT 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 the RTO and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by CHT.

The courses at CHT are delivered based on competency standards set by industry. Participant competency for each component of their course (units) will be assessed by qualified staff 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 may 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.

Attendance and Training Engagement

Participants will be advised of their training schedule at enrolment.

Participants are required to attend ALL training sessions. If you are unable to attend a programmed training session then you must make every effort to contact CHT before the session to arrange a catch-up class. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved.

CHT requires each participant to attend 100% of classes to be deemed competent. If you miss a session you will be required to make up the class at an alternative time.

It is your responsibility to ensure that you are actively engaged and progressing through your program requirements as agreed upon in your training plan. Your training plan indicates the nominal end date for completing requirements of each unit of competence.

CHT will attempt to contact students who do not attend all classes from a program and who have not contacted CHT to arrange catch-up sessions. If students are unresponsive or non-contactable after 3 contact attempts, they will be withdrawn from the program.

Change of Details

Participants must inform CHT of any changes in their address or contact details as outlined in the enrolment form. They must also inform CHT of any other change that may be relevant to their training status as a participant. This prevents participants from missing any relevant correspondence sent to your address and/or ensures you can be contacted at all times.

Complete Hospitality Training's Code of Ethics and Responsibilities

- Complete Hospitality Training (VIC) Pty Ltd shall at all times act with integrity in dealings with all clients and members of the community.
- Complete Hospitality Training (VIC) Pty Ltd 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 (VIC) Pty Ltd 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 sufficient to deliver and assess programs on an ongoing basis,
 - It's 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 (VIC) Pty Ltd 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 (VIC) Pty Ltd undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
- Complete Hospitality Training (VIC) Pty Ltd 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.

V 15.2 dated 18.2.2015

Client Rights and Responsibilities

As a participant in one of our training programmes, you have rights and responsibilities governed by State and Federal legislation.

Client Rights

All students have the right to:

- be treated fairly and with respect by Complete Hospitality Training (VIC) Pty Ltd staff,
- learn in an environment free from discrimination and harassment,
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- apply to have your existing skills and knowledge recognised,
- Have their complaints dealt with fairly, promptly, confidentially and without fear of any repercussions
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to CHT on the client services, training, assessment and support services they receive

Client responsibilities:

All students, throughout their training and involvement with CHT, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to CHT in a timely manner
- take ownership of your role as a learner,
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- submit assessment items by the due date
- Make regular contact with their Training/Assessor
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify CHT if any difficulties arise as part of their involvement in the program
- Ensure timely attendance
- Notify CHT if they are unable to attend training session for any reason as soon as possible
- Make payments for their training within agreed timeframes

Access & Equity (Anti-Discrimination)

Access and Equity Policy

All students and staff at Complete Hospitality training have the right to study and work in a positive environment, which values diversity, and which protects all on site from any form of discrimination or harassment.

The company will not tolerate sexual discrimination or harassment, or discrimination or harassment because of age, marital status, sexual orientation, religion, race, national origin, handicapping condition or any other basis made unlawful by Australian law. This policy applies to all persons involved in the operation of the company and prohibits unlawful discrimination or harassment by any employee, including supervisors and co-workers.

Unlawful discrimination or harassment includes unwelcome verbal, physical and visual conduct, threats, demands or retaliation.

Complete Hospitality Training aims to foster a climate of acceptance, cooperation and the avoidance of unlawful discriminatory behaviour and as such requires any individual believing to have been unlawfully discriminated against or harassed to provide a written complaint to the director as soon as possible following the incident. If a person is unsure of how to submit a complaint, he/she can approach office staff within the company for help. The Company will immediately undertake a thorough and objective investigation, and will take any effective remedial action required by the circumstance.

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

Director - 8.4.2013

This policy is underpinned by;
Charter of Human Rights and Responsibilities 2006
Equal Opportunities Act 2010

Occupational Health & Safety

Complete Hospitality Training (VIC) Pty Ltd 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 (VIC) Pty Ltd 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.

Management of Complete Hospitality have assessed the security and safety concerns of operating after 1800 hours and on weekends and have deemed the environment to be relatively safe.

This conclusion was reach 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 Policy

Complete Hospitality Training Pty. Ltd. will ensure that every reasonable effort will be made to protect the health & safety of all person's whilst on site.

Students and staff can feel safe and secure travelling to and from our premises as we operate in the built up central business district of Melbourne, which usually offers a police presence, where we are located close to various forms of public transport.

All persons working with children on behalf of Complete Hospitality Training Pty. Ltd are required to provide a current assessment notice, not exceeding five years from the date of issue. In the event the holder of an assessment notice is given a negative notice or interim negative assessment notice, that person is required to inform the Director of Complete Hospitality Training Pty. Ltd within 7 days of being given the negative assessment.

Spot checks on working with children checks though <https://online.justice.vic.gov.au/wwccu/checkstatus.doj> will be undertaken by the Quality Manager at random interval's to ensure the above requirement is being met.

In The event that you change your details when an application for an assessment notice is still pending you must notify the Secretary of any change to the applicant's personal particulars within 21 days of becoming aware of the change.

The maintenance of a safe working environment is both an individual and shared responsibility of all employee's, students and management. All may contribute towards the improvement of occupational health and safety matters, by reporting any hazards that they observe.

To achieve the aim of this Policy, the Company will ensure that:

- An Occupational Health and Safety Representative and deputy are elected by the employee's to hold office for a maximum term of three years, unless re-elected by the by the employee's.
- The representatives would be required to discuss and report on any and all health and safety issues to a nominated management representative.
- All matters reported to management by the elected representatives will be acted upon as soon as practicable to avoid and eliminate any existing or potentially unsafe working environment.

Management and the Occupational Health and Safety Representative shall ensure:

- Statutory requirements are reviewed and met.
- Safety equipment is maintained on all equipment.
- Safety procedures are established and implemented, where necessary.
- Students are not required to attend training for more than 8 hours per day.
- Adequate training and instruction is given on safe working procedures, including but not limited to emergency procedures.
- Adequate first aid services are provided.
- Information about security/safety measures is available to students prior to and after enrolment.
- Maintenance and review of a list of personnel who will be required to work with children and issue dates of their current assessment notice.
- Consent has been received from personnel, in order to retain a copy of their working with children check.

The company will allow a Health and Safety Committee to be established if deemed necessary by the Occupational Health and Safety Representative.

Complete Hospitality Training seek to prevent the occurrence of any falls, including but not limited to those in the stairwell. As such Complete Hospitality Training shall endeavour to:

- Keep stairwells clear from clutter or obstructions
- Observe and report maintenance issues to the building maintenance
- Observe and address housekeeping issues, such as spills
- Ensure the provision of sufficient lighting in the stairwell

Complete Hospitality Training require persons in attendance to:

- Avoid barging into the stairwell as others may be behind the door in the stairwell
- Take their time, paying attention to where they are going
- Grasp the handrail while both ascending and descending stairs.
- Avoid carrying objects with both hands in the stairwell
- Not carrying bulky objects that block vision.
- Adjust your stride to a pace that is suitable for the stairs

Complete Hospitality Training require persons in attendance not to climb on objects, chairs or desk under any circumstances. If you need to obtain something which is out of reach then you are required to obtain a ladder, it is to be placed on flat level solid flooring, locked into position, you must then ensure you have a secondary person available to foot the ladder prior to ascending the ladder.

The Company seeks the co-operation of all its employees and persons in attendance in upholding the highest standard of health and safety, as this is in the best interest of us all. The company will not tolerate persons in breach of the safety policy and will not hesitate evoking penalties on those who are wilfully in breach.

Director
30.8.2016

This policy is underpinned by;

Occupational Health and Safety Act 2004 and amendments – 2009

Occupational Health and Safety Regulation 2007 and amendments 2007 – 2012

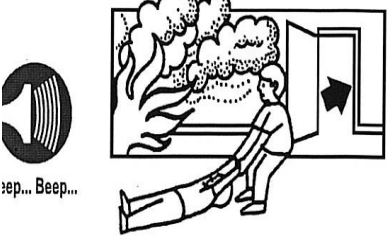


Working with Children Act 2005 and amendments 2007 – 2014

Education reform Act 2011 and amendments- 2015

Emergency

In the event of an Emergency, procedures and exit plans located on the wall between the lifts must be followed. If you hear an alarm or a staff member (warden) advises of an emergency, please follow the Evacuation Procedure.

Evacuation Procedure

<p>Removal of Persons from Immediate Danger Upon becoming aware of an emergency or hearing the alert tones, assist any person in immediate danger ONLY if safe to do so. 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. DO NOT USE ANY OF THE LIFTS. Doors should be closed to confine smoke and fire in affected compartment. Have warden or person in charge notify Chief Warden.</p>	 <p>The illustration shows a person closing a door that is emitting smoke and fire. A speaker icon with the sound 'Beep... Beep...' is shown to the left. An arrow points from the room into the corridor.</p>
<p>Removal to a Safe Area. 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>The illustration shows three people walking through a door. A speaker icon with the sound 'Whoop... Whoop...' is shown to the left. A checkmark icon is shown to the right, indicating a safe area.</p>
<p>Complete Evacuation of a Floor 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>	 <p>The illustration shows a group of people standing together in an assembly area, being directed by a warden.</p>

An occupant or Warden who is not trained in the use of the installed fire equipment is not to attempt to extinguish a fire.

Life safety is a priority in this case.

Material Safety Data sheets (MSDS) are available from reception on request.

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. Complete Hospitality Training has written approval from the Victorian Registration and Qualification Authority to deliver training past 10pm in the evening. This occurs on only one night of the course.

Client Harassment Policy

Complete Hospitality Training (VIC) Pty Ltd 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 (VIC) Pty Ltd 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

Student Safety and Behaviour

Participants can feel safe and secure travelling to and from our premises as we operate in the built up central business district of Melbourne, which usually offers a police presence, and is located close to various forms of public transport. Student attending evening classes are reminded that extra precautions should be taken such as only exiting from the front door where cameras are present and where possible leaving in groups.

Participants are expected to participate in all training activities and carry out any tasks within reason that may be requested by your trainer. 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.

Complete Hospitality Training uses real alcohol when making cocktails. 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.

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.

General Requirements

Do not leave handbags or other valuables unattended. Although the building is reasonably secure, you are ultimately responsible for your own belongings. CHT 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 needed so that CHT 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.

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.

Recognition of Other Qualifications

National Recognition & Credit Transfer

Complete Hospitality Training (VIC) Pty Ltd recognises equivalent Statements of Attainment and qualifications issued by other Registered Training Organisations (RTO's) Australia-wide. To apply for National Recognition or a Credit Transfer, you will need to present your original certificate or Statement of Attainment to administration personnel. National Recognition is granted where a student has the exact unit code being delivered. Where a student has the same unit but a different code, a Credit Transfer can be issued if the units have been mapped and are the same in content.

Policy for recognition of qualifications issued by other RTO's

Complete Hospitality Training recognises AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations;

Enrolment staff shall be trained in the following procedure and as such shall ensure applicants are aware of the process and that no charges apply to this process.

Recognition of Australian Qualifications is available to all students.

Recognition means that students shall be granted exemptions or advanced standing in a course as a consequence of having completed the same unit(s) or equivalent with another AQTF registered provider.

Students shall be asked to present the Enrolment Officer with verification of any formal learning in the form of an award. The Enrolment Officer shall view and accept awards with a national provider number and either the NRT logo or the words 'The Qualification is recognised within the Australian Qualifications Framework'.

Copies of accepted Qualifications or awards shall be retained in the Student file. No charges will be applied for the process of recognising qualification issued by other RTO's.

Complete Hospitality Training will not claim funds for Contact Hours from previous formal training.

Recognition of Prior Learning (RPL)

If you know you are competent in the learning outcomes detailed in a unit of competency you are enrolled in, you can apply for RPL. Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved, through formal or informal learning and experience, the required learning outcome of a unit. It is equivalent to assessment against a unit of competency. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards which have been determined by industry from a learning unit or element of competency listed in an accredited training package or course.

Recognition of prior learning or advanced standing for relevant and current informal or non-formal learning will be available for students through providers listed on the RPL approved providers list.

<http://www.education.vic.gov.au/training/learners/courses/Pages/rtolist.aspx>

To prepare for Recognition, you should indicate your decision to apply for Recognition as soon as possible after the induction and orientation program. RPL is available on provision of verification of identity at the beginning of the course. Clients cannot apply for RPL at the end of their course.

Then, in consultation with your trainer, you should:

- obtain a copy of the Assessment Manual for the qualification you are studying,
- decide which unit(s) are to be recognised,
- provide an Evidence Portfolio in line with the Assessment Criteria in the unit description,
- seek peer assessment, and
- arrange for a direct practice observation of your competence if applicable.

Evidence for Recognition of Prior Learning may include:

- Evidence of current competence,
- performances, demonstrations or skills tests,
- workplace or other pertinent observations,
- oral presentations,
- portfolios, logbooks, task books, projects or assignments,
- written presentations,
- interviews with yourself or referees, and/or
- Simulations.

Clients seeking Recognition are provided with:

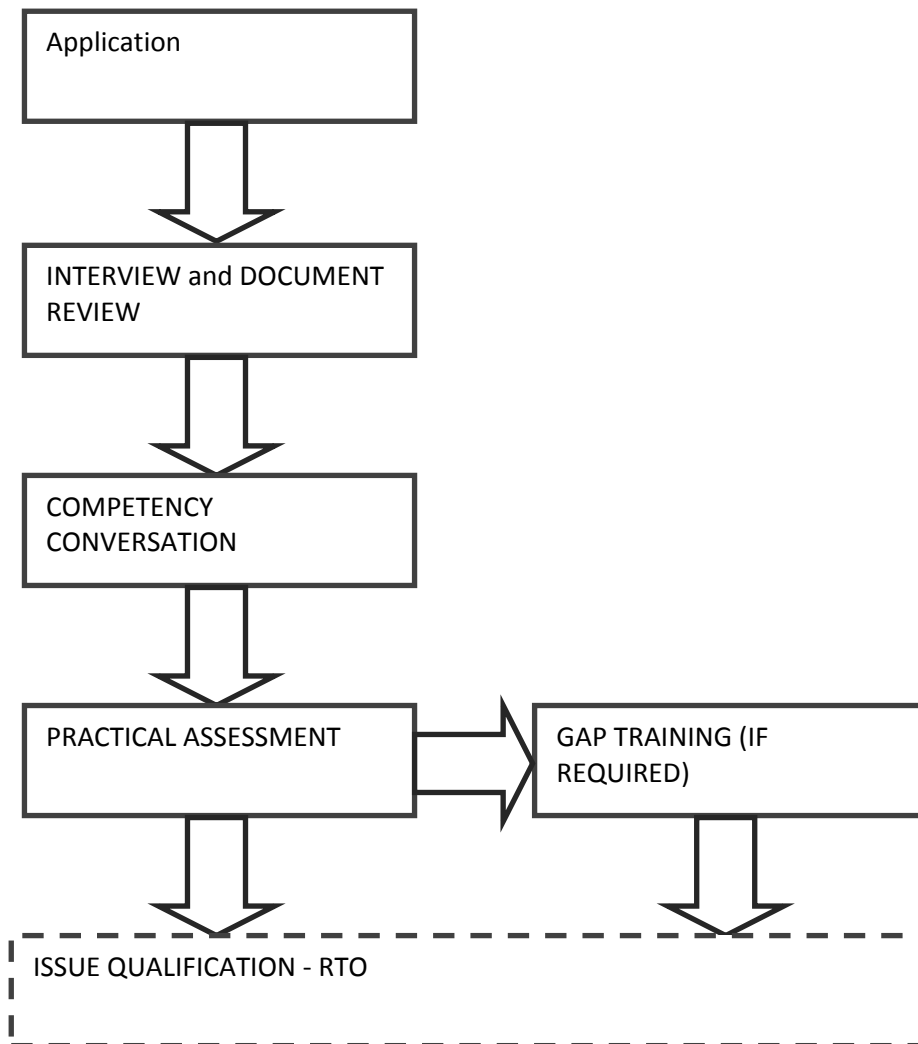
- Details of the costs applicable to their RPL application.
- RPL Application form
- Performance criteria for competency learning outcomes (contained in the Assessment manual)
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

[RPL is not available through Government funding. RPL is available for all fee for service units. The learning outcomes of each unit provide the RPL benchmarks. Clients are initially self-assessed against learning outcomes and assessment criteria of relevant units.](#)

[Clients must document their claim for competency in sufficient detail to enable the assessor to decide on assessment criteria of relevant units.](#)

[If you require further information, please ask your trainer or administration.](#)

RPL Process Overview:



Assessment

Prior to an assessment taking place, trainers will inform the participant of what is going to be assessed and how the assessment will occur. They will outline what needs to be done in order to complete assessment tasks and where required define a pathway to successful completion of the assessment task. The trainer will be available to answer questions regarding the assessment prior to its occurrence.

Some examples of assessment activities are:

- Workbooks – Participants may be given worksheets that may be collected as evidence.
- Role Play – Participants may be asked to participate in a hypothetical situation to demonstrate their skills and knowledge.
- Skills demonstration – Participants may be asked to demonstrate a skill such as making a larger order of coffees.

- Verbal questioning – Participants may be asked set questions. The participant may verbally answer the questions or in some cases may write the response.
- Workplace Logbooks – Participants may be asked to keep a log of the shifts they have completed within the industry

The grading of the assessment of competency will be either 'competent' or 'Not Yet Competent'. If you receive an assessment that is 'Not Yet Competent' please talk to your trainer in regards to further training and development to bring your skills into line with a competent assessment.

Plagiarism and Cheating

Plagiarism and Cheating Definitions

Plagiarism, as defined in the 1995 Random House Compact Unabridged Dictionary, is the "use or close imitation of the language and thoughts of another author and the representation of them as one's own original work. Within academia, plagiarism by students, professors, or researchers is considered academic dishonesty or academic fraud, and offenders are subject to academic censure, up to and including expulsion.¹

Cheating is an act of lying, deception, fraud, trickery, imposture, or imposition. Cheating characteristically is employed to create an unfair advantage, usually in one's own interest, and often at the expense of others. Cheating implies the breaking of rules.¹

Intentional - Deliberate, with the intention of cheating (meaning for the purpose of this procedure)

Unintentional – Misdemeanour of failing to reference a source. (meaning for the purpose of this procedure)

Collaboration is an academic activity involving more than one person.

Collusion is another person assisting in the production of an assessment submission without the expressed requirement, consent or knowledge of the assessor.

Plagiarism and Cheating Policy:

Cheating and Plagiarism are will not be tolerated at Complete Hospitality Training. Complete Hospitality Training will endeavour to prevent student from cheating or plagiarising their work.

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

Evidence of collusion, plagiarism and cheating shall be reported to the Training Manager, 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 declarations 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 CHT 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 Training Manager. 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 Training Manager. 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 Training Manager. 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 Training Manager shall document the Trainer /Assessors concerns on our internal complaints form.

The Training Manager shall examine the evidence provided and discuss the following with the Director, 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 Training Manager 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.

Reviews shall be conducted as per AQTF10 Proc. 2 - 7 Complaints Corrective Action and Appeals.

¹ Source: Wikipedia

Director-10.7.2013

Please note this document is underpinned by the Copyright Act 1968 & Copyright Regulation 1969

Complaints/ Corrective Actions and Appeals Policy and Procedure

Purpose:

This policy and procedure has been established by Complete Hospitality Training (CHT) to establish an environment where the views of clients and staff alike are valued and lessons learnt are used to grow the business. The complaints and appeals process shall ensure that all issues are managed fairly, efficiently and effectively, in line with the rules of natural justice and the Education and Training Reform Act. We endeavour to ensure that no person's rights, interests, status or reasonable expectations are removed without first providing an opportunity for the person to put their case to the decision maker.

Scope:

This policy has been put into place to manage and respond to allegations involving the conduct of;

- Complete Hospitality Training Pty. Ltd.
- It's Trainer's, assessors or other staff;
- A third party providing services on behalf of Complete Hospitality Training,
- Learner of Complete Hospitality Training

Definitions:

Complainant – One that makes a formal complaint

Appellant- A person dissatisfied with a decision or judgement made.

CHT- Complete Hospitality Training

Complaints and Appeals Policy:

The complaints and appeals policy and procedure shall be publicly available through our website.

All complaints are to be submitted as per the "Complaints & Appeals Lodgement" section and appeals as per "Complaints escalating to an appeal" section of the following procedure.

All complaints or appeals shall be addressed as soon as practicable after written receipt and where practicable finalised within 60 days.

All persons shall be given adequate and equal opportunity to present their case.

Decision shall be made free from actual or apprehended bias.

Procedures have been set out and adhered to, ensuring natural justice.

Person(s) shall be given every reasonable opportunity to be heard by an unbiased decision maker.

Person shall be given a reasonable opportunity to present his or her case and to hear the other side of any dispute or case before any decision is made.

All persons have the right to be heard and the right to be provided with the details of the allegation they have to answer and shall be given a reasonable amount of time to prepare subsequently required submissions.

No pre- judgements shall be made; all decisions shall be evidence based and consideration given according to merit.

If the nature of a complaint leads the decision maker to believe the safety of staff or learners may be compromised then the decision maker has the right to stand down or prohibit the person in question from entering the premises.

All parties involved shall be given timely notice of where and when any hearings shall take place. Notice shall be given as follows;

Informal meetings – Emailed notice

Formal meetings – Registered post

Notice to all parties shall include details such as; (but not limited to) whether they have the right to;

- Be present
- Be represented
- Make a submission

The complainant shall not form part of the decision making process.

Complaints/Appeals Process:

Complaints: (Dissatisfaction with aspects of CHT services that requires action)

Complete Hospitality Training encourages feedback from clients and will deal in a fair and equitable manner with client complaints / appeals. If at any time throughout your course you have an area of concern please arrange a time, as soon as possible, to speak to your trainer. If he or she cannot assist you will be given a Complaints and Appeals Form or can access one as follows;

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.

Formal complaints shall only be accepted in writing at reception or via email/fax or post.

Complete Hospitality endeavour to handle all complaints as soon as practicable, therefore the person making the complaint will be contacted by our staff to further discuss your concerns. If the issue cannot be resolved promptly, a written statement of outcome will be issued to you within 60 calendar days.

Where Complete Hospitality Training considers more than 60 days are required to process and finalise the complaint or appeal, CHT shall;

- Inform the complainant or appellant in writing as soon as practicable, including the reason why more than 60 days are required; and
- Regularly update the complainant or appellant on the progress of the matter.

In the event of external mediation being required, mediation shall be conducted within 14 days of a mediator being appointed.

The Director has the right to stand down or prohibit staff or learners, involved in disputes, from entering the premises when the nature of a complaint leads him to believe safety may be compromised.

Assessment concerns

In the event a client is not satisfied with a decision made regarding an assessment the client is urged to discuss the decision with the trainer, if still not satisfied the client is required to contact the Office Staff to arrange a Re-sit. The Re-sit will be conducted by a different assessor, within a reasonable and agreed time frame. If not happy with the outcome feel free to lodge a written complaint.

Appeals (Dissatisfaction with a decision made on behalf of CHT that requires action)

Clients wishing to appeal a decision, other than initial assessment will be required to submit a written appeal.

Discussions will be undertaken to resolve the issue as soon as practicable, however if the issue cannot be resolved, the director will arrange an independent third party/panel review. Documented outcomes shall be reported to the appellant.

Clients not satisfied with the outcomes of these processes can seek independent mediation.

Complaints and Appeal Procedure:

Complaints & Appeals Lodgement:

1. The Complaints and Appeals procedure shall be issued to all staff and clients.
2. Documentation and handling time frames of Complaints and appeals shall be handled in the same manner.
3. Complete Hospitality Training ensures each complainant or appellant is given the opportunity to formally present their case at minimal or no cost to themselves, by allowing written complaints and appeal lodgments direct to Complete Hospitality.
4. Client wishing to lodge a complaint or appeal 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.
5. All written complaint and appeals are required to contain the following information;
 - Date complaint is submitted
 - Nature of Complaint/Appeal
 - Dates when issue relating to the complaint occurred
 - Documentary attachments to support the complaint
6. The director shall provide all parties timely notice of where and when any hearings shall take place. Notice shall be given as follows;
 - Informal meetings – Emailed notice
 - Formal meetings – Registered post
7. Each party may be accompanied and assisted by a support person of their choice during the complaint/appeals process, including any relevant meetings.
8. Where practical the complainant or appellant shall be given a written statement of initial outcomes, including reasoning and any available supporting evidence within 60 calendar days.
9. Clients with a verbal complaint/appeal will be provided a complaints form to record any issue of concern in writing. CHT staff will then ensure the following is documented:

- Date complaint is submitted
- Nature of complaint
- Dates when issue relating to the complaint occurred
- Documentary attachments to support the complaint
- Nature of the resolution (as available)
- Evidence that the complaint has been resolved within 60 calendar days.

Complaints/Appeals Resolutions:

1. All complaints/appeals shall be handled by the Director of CHT (with exception of complaints about the director which can be directed to the Office Manager or the department.). Attempts shall be made to resolve complaint/appeals from clients through discussion and conciliation prior to further steps being undertaken.
2. All reasonable measures shall be taken to finalise the process as soon as practical.
3. Complete Hospitality Training staff shall attach an Internal Complaints Form to any written Complaint/Appeal received in another format, to ensure the following is documented ;
 - Date complaint is submitted
 - Nature of complaint
 - Dates when issue relating to the complaint occurred
 - Nature of the resolution and actions taken to eliminate or mitigate the likelihood of re-occurrence.
 - Identified potential cause
 - Evidence that the complaint has been resolved within 60 calendar days.
4. The Director (or Delegated Manager) shall monitor complaints and liaise with the person lodging the complaint to ensure a written statement can be returned to the client within 60 days.
5. A written statement of the outcome will be issued to the student within 60 calendar days.
6. Complaints and appeal forms shall be retained in the corrective actions folder. When a satisfactory resolution has been reached the verification/customer satisfaction section of the form may be signed off by the client or director at the discretion of the director.

Complaints escalating to an Appeal:

1. In the event the client is not satisfied with a complaint resolution the client can then submit an appeal 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.
2. The Recipient of the Appeal shall hand write appeal on the top of documentation received and repeat the original process. The Director shall ensure all evidence for appeal is considered prior to handing down a final decision.

Complaints/Appeals un-Resolved within 60 calendar days:

1. If the complaint /appeal remains unresolved for 60 days from submission the director will advise the complainant that an independent mediator, such as Australian Commercial Disputes Centre (ACDC) or other agreed body could be contacted to resolve the issue.

2. Contact to an independent mediator will be made by the Director if agree to by all parties.
3. Mediation shall be conducted within 14 days of a mediator being appointed.

Lodgment of a complaint or feedback with the Department :

1. A person who wishes to lodge a complaint about Complete Hospitality Training, depending on the nature of the complaint, should raise the issue with the Complete Hospitality Training itself, in the first instance, to try to resolve the matter.
2. If a party wishes to make a complaint to the Department, they are requested to:
 - download the Department’s complaint form, available at:
<http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>;
3. If the party is not able to download the complaint form, they can email vtg.feedback@edumail.vic.gov.au to request a form be sent to them.
4. Responses to complaints from the department are the responsibility of the Department.

Records of Complaints, Corrective Actions and Appeals:

Records of complaint and appeals and their outcomes shall be retained as per the following extract from the record keeping matrix;

Complaints/ Appeals /Grievances – Where Penalty or Disciplinary <ul style="list-style-type: none"> • Action Incurred • Complaint forms • Records of interview • Correspondence • Reports/summaries presented to committee (where these do not form 	Destroy 15 years following date of decision	Scanned into Computer file & Backed up Responsibility - Director
Grievances – Where Penalty or Disciplinary <ul style="list-style-type: none"> • Action Not Incurred • Where counselling/discipline involves no penalty but may include a reprimand. 	Destroy 7 years following date of decision	Scanned into Computer file & Backed up. Responsibility - Director

Assessment Concerns

1. Trainers are required to advise clients wishing to appeal an assessment decision to organize a re-assessment through the Office Staff. The re-assessment will be arranged, to be conducted by a different assessor, within a reasonable and agreed time frame.
2. If the client is still not satisfied, the client will be advised to submit a written complaint which will be addressed in the same manner as other complaints.

Review of complaints / Corrective Actions and Appeal:

1. All complaints and appeals retained in the Corrective Action Folder shall be reviewed annually when the following will be noted:
 - Number of complaints received

- Number of Appeals
- Any re-occurring complaints (as a measure of effectiveness)
- Timely handling of complaints

2. Any improvements required shall be noted during the annual system review.

Withdrawal from a course

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

CHT may also withdraw participants who are no longer seen to be actively engaged in their training programs- refer to attendance and training engagement.

Issuing of Certification

Vocational education and training undertaken at Complete Hospitality Training (VIC) Pty Ltd is competency based. Assessments determine whether a client is competent or not yet competent.

A qualification is issued where a successful competency has been shown. A Statement of Attainment is issued to provide evidence of partial completion.

Partial Completion

Statements of Attainment will be issued to participants who satisfactorily complete a unit or units of competency from a Nationally Recognised Qualification.

Policy for Certification and Issuing of Qualifications and Statements of Attainment

Complete Hospitality Training shall

- Only, issues certificates for AQF qualifications, short courses or units of competency that are listed on our scope, thus making our scope the reference register for issuing qualifications.
- retain records of all awards issued to graduates;
- retain records of awards issued for a period of 30 years;
- provides returns of its client records of attainment of units of competency/ modules and qualifications to its registering body on a regular basis
- have established this policies and procedures that detail its procedures for compliance with the AQF Qualifications Issuance Policy;
- issues certification which provides information in compliance with the AQF Qualifications Issuance Policy, the AQTF Essential Conditions and Standards for Initial/ Continuing Registration or with the VET Quality Framework as applicable, and with current NSSC policy requirements.

Complete hospitality shall provide replacement certificates on application via 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.

Charges for replacement certificates are as follows;

\$20 for courses completed within the last 12 months

\$50 for courses completed more than 12 months ago

Complete hospitality only delivers programs in English.

Client Privacy

Complete Hospitality Training (VIC) Pty Ltd recognises clients' rights to privacy. The Complete Hospitality Training (VIC) Pty Ltd 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.)
- 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@htmlmelbourne.com.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 the purpose of 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 CHT 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 state funding purposes. Clients are advised of these disclosures and how their information may be used through the handbook and enrolment form. All students must sign to acknowledge their agreement to the terms of the Privacy Statement.

Personal information shall only be shared with other organisations as a means to facilitate further training or certification as required by the Training Plan signed off by the individual.

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

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.

Security of personal information

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.

Released
1.12.2016

This policy is underpinned by the Privacy Act, Information Privacy Act, [Student Identifiers Act 2014](#) & the Australian Privacy Principles

Further Privacy Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority.

The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

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.

Compliance with Legislation

All companies and their personnel are required to be aware of relevant legislative requirements. Companies will disseminate this information to employees in various ways but in general these will be conveyed through a series of Policies and Procedures, such as our policies contained within this Handbook. We have put together the table below to give you a very brief overview how the requirements may impact you. If you would like further information or would like to see the any relevant acts please contact the office or please visit <http://www.legislation.vic.gov.au/> and <http://www.comlaw.gov.au/>

Legislative Requirements relative to training	
Charter of Human Rights and responsibilities Act	These legislative requirements basically cover how we are to be respected as equals.
Disability Act	
Equal Opportunities Act	
Information Privacy Act	

Public Records Act	These Acts basically cover the structures put into place to cover how your education should be best managed. Covers things such as student safety, record keeping, compensation , work placement etc.
Education Training Reform Act	
Vocational Education & Training (Qualification) Act	
Working with Children Act	
Electronic Transaction Act	
Copyright Act 1968	<i>Copyright material</i> means a work or other subject-matter in which copyright subsists. This material is owned by others and cannot be used without the owner’s permission. This covers the limitation imposed for the broadcasting, infringement, takedown and restoration of copyright material.
Food Act 1984 and amendment(Regulation Reform) Act	These Acts and regulations are more specific to the courses you may be undertaking and more information will be provided during the course of your training.
Liquor Control Reform Act 1998	
Regulations	
Gambling Regulation	
Copyright Regulation 1969	<i>Copyright material</i> means a work or other subject-matter in which copyright subsists. This material is owned by others and cannot be used without the owner’s permission. This covers the limitation imposed for the broadcasting, infringement, takedown and restoration of copyright material.

AQTF Audit

Anyone wishing to see Complete Hospitality Training (VIC) Pty Ltd’s most recent audit report can access this from our website www.chtmelbourne.com.au.

NCVER Survey

Complete Hospitality Training (VIC) Pty Ltd 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.

Client Feedback and Quality Improvement

Complete Hospitality Training (VIC) Pty Ltd collects statistical information regularly to monitor, maintain and achieve continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our clients and staff concerning educational and service improvements, or changes that would improve our existing educational and client services provided.

Refund Policy

Complete Hospitality Training (VIC) Pty Ltd 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.

This policy sets out the circumstances under which Learners may claim a refund and the associated procedures for handling refunds. Complete Hospitality Training (VIC) Pty Ltd 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 Complete Hospitality Training (VIC) Pty Ltd.

Scenario	Refund
Written notification of withdrawal received at least 2 working days prior to the course commencing	Refund all course fees paid less a \$50 administration fee
Student wishing to transfer to another date or course	Transfer twice at no cost. Subsequent transfers will incur a \$50 administration fee
Written notification of withdrawal received after commencement	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 the RTO (including closure of RTO)	Full refund of all course fees paid

Certificate Replacement

Complete Hospitality Training will re-issue certificates at the written request of a student. Certificate replacement is charged at \$20 within 12 months of course commencement and \$50 for greater than 12 month course commencement. The certificate replacement process will take a maximum of 10 working days.

Quality Assurance – Policies and Procedures

The goal of Complete Hospitality Training (VIC) Pty Ltd is to provide excellent training and assessment services for its participants. The beneficiaries of this training are industry, clients/students and the wider community.

This guide outlines the standard of service you can expect from us. As clients, you are our largest group of customers, and we regularly ask you how well you feel we are performing and how satisfied you are with our service. We use this feedback to identify where improvements are needed and the staff recognise this under the theme 'Continuous Improvement'.

Complete Hospitality Training (VIC) Pty Ltd is recognised and highly valued in the training industry sector and maintains excellent relationships with other industry market leaders.

It is imperative to all the staff at Complete Hospitality Training (VIC) Pty Ltd that your experience is rewarding and that all resources are made readily available for an easy learning pathway.

Educational Standards

Complete Hospitality Training (VIC) Pty Ltd'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 (VIC) Pty Ltd is 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.

Fees

Details of 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 www.chtmlbourne.com.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 at the institution.

All students are issued an invoice prior to enrolment clearly stating the full cost of the course relevant to them. This invoice will itemise all fees including tuition fees, administration fees and amenities fees.

Fees for recognition of prior learning within courses of government funded training and further education.

Complete Hospitality shall not conduct Government funded RPL, therefore fee for service charges apply.

Fee for service RPL will be conducted at the discretion of the Director. Fees of \$300.00 per unit apply. Clients shall be advised of all included fees on an invoice prior to enrolment.

Other fees

The following is a list of additional services and the fees/charges that apply.

Service	Charge
Certificates and statements of attainment – first print (issued at the completion or withdrawal)	No charge
Replacement and reprints of certificates	Courses completed within the last 12 months - \$20
	Courses completed more than 12 months ago - \$50
Resit an assessment	No charge

Training Schedule

Training schedules vary according to the course you have enrolled into. Available options include

Full time: Monday – Friday 9am – 3pm; OR
Evening: Monday – Thursday 6.30pm – 9.30pm; OR
Weekend: Saturday & Sunday 9am – 4.30pm

Please check with your trainer or at reception to confirm your training schedule.