



# Participant Information Handbook

 CERTIFICATE II IN HOSPITALITY	 CERTIFICATE III IN HOSPITALITY	 CERTIFICATE IV IN HOSPITALITY	 DIPLOMA OF HOSPITALITY
 ADVANCE DIPLOMA IN HOSPITALITY	 CERTIFICATE III IN CATERING OPERATIONS	 CERTIFICATE III IN COMMERCIAL COOKERY	 CERTIFICATE II IN KITCHEN OPERATIONS
 CERTIFICATE III IN BUSINESS	 CERTIFICATE IV IN FRONTLINE MANAGEMENT	 DIPLOMA OF MANAGEMENT	 CERTIFICATE III IN BUSINESS ADMIN
 CERTIFICATE IV IN BUSINESS ADMIN	 CERTIFICATE II IN RETAIL	 CERTIFICATE III IN RETAIL	 SERVICE EXCELLENCE



# Participant Information Handbook

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 2 of 21

## Contents

Welcome .....	4
Our Belief and Practice .....	4
Unique Student Identifier (USI) .....	4
Training programs .....	5
Enrolling in a Training program .....	5
Course Selection .....	6
Course Enrolment .....	6
Recognition of Prior Learning (RPL) .....	6
Credit Transfer (CT) / National Recognition .....	7
Workplace Coach .....	7
Making the most of the training program .....	8
Support Services .....	8
Language/Literacy/Numeracy Barriers .....	9
Accredited programs (Nationally Recognised Training) .....	9
Training Methodology .....	10
“Mixed Mode” Training Delivery .....	10
Flexible Learning & Assessment .....	11
Learning .....	11
Assessment .....	11
Written Assessments .....	12
Copies of Assessments .....	12
Unsuccessful Assessments .....	12
Non-attendance .....	12
Assignments Lodgement .....	12
Plagiarism .....	12
Extensions .....	13
Oral Assessment .....	13
Privacy .....	13
Complaints and Appeals .....	13
Training Pathways .....	13
Fees and charges .....	13
Legislation .....	14
Vocational Education and Training .....	14
Code of Practice .....	16
QTHC Assurance of Services to Stakeholders .....	17
QTHC Code of Conduct .....	19
QTHC Code of Practice Customer Service .....	20
Participants Code of Conduct .....	21

## Welcome

Thank you for considering training with Quality Training and Hospitality College (QTHC).

QTHC is a Nationally Recognised Training Organisation registered in South Australia through the Australian Skills Quality Authority (ASQA).

QTHC is one of Australia's largest and fastest growing private training companies.

Established in 1992, Quality Training and Hospitality College services:

Adelaide and Metropolitan and Regional areas throughout South Australia

Sydney, Metropolitan and Regional

Queensland (Brisbane)

Overseas Students

QTHC currently provides nationally accredited training and employment related services to over 2000 learners each year.

We facilitate a range of programs, from ½ day training sessions to training programs lasting over 2 years including delivering Traineeship Programs in Retail, Hospitality, Small Business, Office Administration and Management. We also conduct a large number of Fee for Service and Government funded programs to up-skill those in employment and to assist unemployed people gain the skills, knowledge and attitude to achieve employment.

Programs are planned and executed in conjunction with both industry and government to facilitate the highest achievable outcomes in terms of learner competencies and employment opportunities.

QTHC has developed a training delivery structure known as “mixed mode delivery”. Mixed mode training is an initiative using new training methodologies, which include self-paced learning, workbooks, recognition of prior learning, on-line learning, off the job workshops and workplace assessment.

## Our Belief and Practice

- To achieve excellence in what we do, through the delivery of the highest level of quality and service to our learners.
- To enable every program learner to recognise the full potential of their abilities and realise their ambitions.
- To respond rapidly and effectively to the changing needs and requirements of industry.

The purpose of this handbook is to provide you with a quick reference about training programs and processes at QTHC.

## Unique Student Identifier (USI)

From 1 January 2015 the Australian Government requires that if you are undertaking nationally recognised training, delivered by a registered training organisation, you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to a personal online USI account, which is made up of ten numbers and letters and will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 4 of 21

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You will be able to access your USI account online from a computer, tablet or smart phone anywhere and anytime.

**The Australian Government requires students to have a USI prior to obtaining their certificate of attainment from the training organisation where they are undertaking study. Training Organisations are not permitted to issue a certificate of attainment to a student who does not have a USI.**

For more information and how you can apply for your own USI online, please download the Skilling Australia information sheet from the QTHC website [www.qthc.edu.au](http://www.qthc.edu.au).

More information is available on the Skilling Australia website <http://usi.gov.au> or you can make contact by email [usi@industry.gov.au](mailto:usi@industry.gov.au) or phone the Skilling Australia Information line – 13 38 73.

Alternately, if you do not already have a Unique Student Identifier (USI) and you would like Quality Training & Hospitality College (QTHC) to apply for a USI your behalf, you will need to give written permission using QTHC's USI Privacy Notice.

The USI Privacy Notice can be downloaded from the QTHC website [www.qthc.edu.au](http://www.qthc.edu.au). The USI Privacy Notice also provides information regarding what items of ID you will be required to provide to QTHC to be able to apply for a USI on your behalf.

## Training programs

Training Services provided to learners follow the policies and procedures developed to meet the National Training Framework and the ASQA Standards for Registered Training Organisations 2015 made under the *National Vocational Education and Training Regulator Act 2011*

QTHC run a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and /or Commonwealth Government.

## Enrolling in a Training program

To enrol in a training program, you will need to contact QTHC to speak with a Sales Consultant.

Adelaide	08 8271 5566
New South Wales	02 9712 7612
Queensland	07 3198 6799

The Sales Consultant will discuss your training requirements and course options available to you, including if you are eligible for Government funding. For Classroom Based Courses, they will then make arrangements with you to attend an Initial Information Session. At this session you will do the following:

- Interview
- Discuss the course in detail
- Discuss undertaking a training program
- Confirm your eligibility for Government funding or the fees you will have to pay
- Complete a competency based training test to determine your learning needs (LLN Test)
- Be informed about the requirements of a police check / other licenses which may be required
- Create your USI (if you do not already have one)
- Enrolment application
- The date of the mandatory induction session

CRICOS Number: 02880B	Approved By: -	RTO Number: 1036
Document: NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	Approved Date: -	Next Review Date: 25-11-2016
Version: 1.8		Page 5 of 21

## Course Selection

QTHC is committed to ensuring that all selection processes into our training programs are fair, equitable and consistent. QTHC assesses learners on their ability to meet the requirements of the course they would like to undertake. Consideration takes into account prerequisite and Training Package assessment guidelines and will always be made in accordance with our Access and Equity Policy (available on the QTHC website [www.qthc.edu.au](http://www.qthc.edu.au)). Prerequisite information for each of our courses is available on [www.training.gov.au](http://www.training.gov.au).

Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria (if relevant),
- meeting any pre-requisite qualifications or work experience,
- being able to meet the relevant Training Package assessment guidelines/requirements and
- meeting any age requirements that may be in place for a particular course

QTHC shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria, or recommend a more suitable qualification or pathway.

## Course Enrolment

QTHC is committed to the enrolment of learners when the organisation has the capacity to deliver the course for which the learner is enrolling and where the learner has:

- applied in the prescribed manner
- meets the selection requirements for the relevant course
- meets the selection criteria for the course, or have satisfied the Sales Consultant of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by QTHC's policies, procedures and code of conduct
- paid the prescribed fees

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is offered to learners who believe they have the required skills and underpinning knowledge.

This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

QTHC believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

QTHC aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact your Trainer / Assessor who will provide the information you need to complete an RPL Application.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 6 of 21

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s);
- Meets any Regulatory requirements;
- Is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Is sufficient to make a judgment about the above.

The QTHC RPL Policy is available on our website [www.qthc.edu.au](http://www.qthc.edu.au).

## Credit Transfer (CT) / National Recognition

Credit transfer involves assessing a previously completed course or unit(s) of competency to see if it provides equivalent learning or competency outcomes to those required within the learner's current course of study. It is based on agreements between institutions or organisations as to the credit value to be given for specific units of competency and learning outcomes within a course or qualification.

QTHC's Recognition Policy is to recognise learners AQF qualifications and statements of attainment issued by any other Australian Registered Training Organisation (RTO) including TAFE. Documented evidence in the form of a notated copy of a certificate, statement of attainment and / or academic transcript is required from the learner for QTHC to commence with verification procedures. This means that the document must be a copy which is witnessed by a Justice of the Peace, or other duly authorised person as being a legal copy of the original document, or, the original document must be presented for QTHC staff to duly copy and notate.

Where a learner's evidence is more than 5 years old, QTHC may determine to utilise the Recognition of Prior Learning (RPL) process. The QTHC National Recognition Policy is available on our website [www.qthc.edu.au](http://www.qthc.edu.au).

## Workplace Coach

For work based training programs a Workplace Coach will provide on-the-job assistance for the learner to complete the training required for the qualification. This person may be the employer, a workplace trainer, or another employee who has the appropriate skills, knowledge and expertise to teach the learner the competencies required and to monitor their progress.

The role of the Workplace Coach is to:

- Help the learner develop their skills through guiding their training at the workplace;
- Collaborate with the Trainer/ Assessor to link off-the-job training with the skills practised in the workplace;
- Co-ordinate workplace training and assessment so that it fits in with the learner's everyday work and training schedule;
- Maintain records relating to workplace training, progress, achievement and assessment;
- Liaise with the Trainer / Assessor for the formal assessments.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 7 of 21

## Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend scheduled training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing learner;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment tasks using clear and concise language;
- Be willing to contact your trainer if you do not understand the training activity or assessment task.

## Support Services

QTHC is committed to providing a learning environment that encourages learners of all abilities to participate and to successfully complete their training program. QTHC ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff at the Initial Information Session. Your Trainer / Assessor is also an ideal support mechanism, if you are in need of some support please speak to them. QTHC respects the learner's right to privacy and confidentiality.

We offer support including:

- Access to a study room with computers & internet access for all learners commenced in training (no cost);
- Flexible learning options;
- One-on-one tutoring;
- Website information;
- Alternative assessment strategies;
- Other support assistance as required;
- This support is available to both in-house and external learners.

We endeavour to provide welfare and guidance services to all learners including:

- Work Health & Safety;
- Review of payment schedules where possible;
- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs.

Where necessary QTHC will provide one to one counselling and the Trainer / Assessor may arrange additional counselling throughout the duration of the program as may be required or requested by the learner or identified by the Trainer / Assessor. QTHC recognises that learners may have problems that do not directly concern the company but may impinge on their ability to achieve competencies. In this instance QTHC will offer advice in referring learners to appropriate external support groups for assistance.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 8 of 21



## Language/Literacy/Numeracy Barriers

QTHC monitors the needs of learner's language, literacy and numeracy skills through the interview and enrolment process as well as throughout the training program. In some States for courses which are Government Funded, part of the enrolment process includes a mandatory LLN Test. Provisions can be made for special needs and/or support upon request or identified through the LLN Testing process. Please discuss any issues with our Sales Consultant or your Trainer / Assessor.

Where a learner has difficulties due to language or literacy an oral assessment can be provided OR permission is to be granted for a scribe to assist.

## Scribe

During Program Presentation / Delivery a scribe is to be allowed to assist the learner at all times.

During Assessment the scribe must be independent from the learner and the person who delivered the training e.g. a workplace supervisor or assessor who did not deliver the training component of the program.

## Accredited programs (Nationally Recognised Training)

Accredited programs are competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at [www.training.gov.au](http://www.training.gov.au).

It is important to note that the rules and requirements of a Unit of Competency and a Qualification are applied to any learner regardless of where they are, or the mode of training delivery provided. You could be a full time learner in a classroom or in the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency has the following criteria:

- Assessment Requirements;
- Performance Evidence;
- Knowledge Evidence and
- Assessment Conditions

To be deemed Competent in any Unit of Competency you must be able to meet all of the required components contained within Assessment Requirements, Performance Evidence, Knowledge Evidence and Assessment Conditions in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Trainer / Assessor;
- Observation reports;
- Certificates and awards;
- Examples of work completed or special projects;

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 9 of 21

- Current licenses;
- Position descriptions and performance reviews;
- Third party reports;
- Question responses;
- Tests / Assessment Tasks.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard;
- Understand why the job should be done in a particular way;
- Handle unexpected issues or problems;
- Work with others 'in a team';
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements;
- Know the workplace rules and procedures.

QTHC is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s) or;
- NYC which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment/s within the unit. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

## Training Methodology

### Training Standards

It is the responsibility of QTHC to provide training, resources and infrastructure that complies with both the Australian Quality Framework and Vocational Education and Training.

If you believe that QTHC is not meeting its responsibility please advise the relevant State Training Manager who will implement the Complaints and Appeals Procedure. The QTHC Complaints and Appeals Policy is available on our website [www.qthc.edu.au](http://www.qthc.edu.au).

### “Mixed Mode” Training Delivery

QTHC has developed a training delivery structure known as “mixed mode delivery”.

“Mixed mode” training is an initiative using new training methodologies, which include:

- self-paced learning workbooks – workbooks that allow you to complete assignments and tasks at your own pace;
- recognition of prior learning – a process which provides opportunity for skills and knowledge you acquired previously through other formal learning, on job and life experience to be recognised towards your new qualification;
- off-the-job workshops – underpinning knowledge and skills training conducted away from your employment by QTHC trainers;
- workplace assessment – assessment and recognition of the skills and knowledge you have acquired whilst on-the-job during the course.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	Approved By: -	Next Review Date: 25-11-2016
Version: 1.8	Approved Date: -	Page 10 of 21

- On-line – a web based e-learning system for training and assessment. Learners are able to access course content, worksheets, communication tools and assessments via your PC, notebook, iPad or web enabled phone.

QTHC is required to comply with the Guidelines for Registered Training Organisations developed by the Council of Australian Government's (COAG) Industry and Skills Council. This includes a commitment to recognise the training qualifications issued by other R.T.O's.

## Flexible Learning & Assessment

Competency based training allows learners to learn and be assessed in a variety of different ways, allowing many flexible options.

## Learning

Training can be both 'formal' and 'informal'.

Informal training includes:

- Completing a variety of 'new' tasks, during a normal working routine;
- Formal and informal observation and practice;
- On-job coaching and mentoring, including feedback.

Formal training includes:

- 'Off Job' Training Sessions away from your workplace;
- 'Off Job' Training Sessions at the workplace individually or in a group;
- Formal and informal observation and practice with real time feedback;
- Working through training manual and assessments;
- 'On-line' training via our website.

## Assessment

There are a variety of different assessment techniques available. Assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The Assessor will seek evidence to confirm achievement of the competencies. Examples of provision of evidence may include:

- Practical demonstration and observation;
- Samples of work completed;
- Written assessments;
- Oral assessments;
- Projects;
- Case Studies;
- On-line assessment via our website;
- Interview with trainee and/or employer/supervisor.

QTHC will generally require a minimum of 3 different pieces of evidence per unit, including 1 oral or written assessment. If the written assessment is not conducted in front of your trainer / assessor, you will be asked a couple of 'sample' questions from the assessment to validate the fact that you completed the assessment.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 11 of 21

Minimum levels of attendance are required dependent upon the course, program or traineeship. Attendance which does not meet the minimum requirement will reflect in the assessment results. Refer to the Participants Code of Conduct.

## Written Assessments

### Conduct & Ethics

No written materials are to be brought into the written assessment environment. All assessment materials are provided by QTHC. Utensils such as pens, pencils, non-programmable calculators, erasers, rulers, pencil sharpeners are allowed.

As a learner you are to act at all times with honesty, integrity and responsibility. Should your actions be in doubt during an assessment, or it is seen that you have material not permitted at the assessment, or your conduct is seen to be unethical in any way, the trainer / assessor may remove any materials applicable, and/or extend a caution. If your behaviour causes disruption the trainer / assessor will ask you to stop the assessment and leave. It is entirely at the trainer / assessors discretion whether to allow you to continue the assessment or stop immediately.

If you are asked to stop the assessment and leave, you must leave immediately. You have the right to appeal in writing stating your position and evidence to support your appeal (refer to the Complaints and Appeals Policy located on the QTHC website). You may have the opportunity to re-sit another assessment under strict supervision.

### Copies of Assessments

It is the policy of QTHC that copies of your completed assessment papers are not released. However, you may make a written request for feedback and a written response will be provided outlining the focal points that need attention - this information will be provided within 7 working days of the request.

### Unsuccessful Assessments

Learners of traineeships / apprenticeships are assessed and improve on-the-job as they undertake their learning and activities.

Course learners who do not successfully complete an assessment will have the opportunity to re-sit another assessment on the same subject.

### Non-attendance

Where you are unable to attend the assessment on the allocated date, you will be given the opportunity to sit the assessment on an alternate date and no penalties will apply.

### Assignments Lodgement

Each assignment is to be completed and handed in by the due dates and must have the QTHC "Assessment Coversheet" completed and attached. Traineeship & apprenticeship assignments are to be completed and available for your trainer / assessor by the agreed dates.

It is advisable that you keep copies of all your assessments. QTHC does not take responsibility if you misplace your work / assessments.

### Plagiarism

QTHC has an expectation that all learners produce their own independent work and comply with standard agreements for authorship. In addition, all forms of intellectual material must be used appropriately and with full acknowledgment to authors. As such, QTHC has a Policy and Procedure in place and any contravention of this policy will result in learners being penalised. The Plagiarism Policy and Procedure is available on the QTHC website.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 12 of 21

## Extensions

For course assignments a maximum of 2 extensions are to be granted if you are unable to complete in a timely manner due to illness, family or other crisis.

For course assignments, a minimum of 3 working days' notice is required for an extension to be granted. For traineeships and apprenticeships you must advise your trainer / assessor as soon as possible.

## Oral Assessment

An independent person must witness as true and accurate the learner's response to the trainer / assessors verbal questions and transcribed written responses.

## Privacy

QTHC will ensure that it respects the privacy of students and prospective students by implementing the Australian Privacy Principles.

The Australian Privacy Principles (APPs) in the Privacy Amendment (Private Sector) Act 2000 sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know that information an organisation holds about them and a right to correct that information if it is wrong.

QTHC will ensure it operates consistently with the APPs and only collects the personal information that is necessary for the conducts of its business, and that it will use that information in the manner for which it was intended.

The purpose for which QTHC collects personal information of students includes: satisfying legal obligations, administration, to keep employers informed of the student's progress in the course of study, allow QTHC to discharge its duty of care.

For further information the QTHC Privacy Policy is available on the QTHC website [www.qthc.edu.au](http://www.qthc.edu.au).

## Complaints and Appeals

If you have a complaint or wish to appeal any decision while completing your training program QTHC has a documented process for you to access and follow. This will be explained at your induction. The QTHC Complaints and Appeals Policy and Procedure is available on the QTHC website.

## Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your trainer / assessor.

## Fees and charges

QTHC aims to keep fees and charges to a minimum. Your eligibility for government funding and/or the fees you will have to pay will be determined and advised to you at the Initial Information Session.

To protect fees paid in advance, QTHC is a current member of the Australian Council for Private Education and Training's (ACPET) Australian Student Assurance Scheme (ASTAS). A copy of this statement is available at [www.qthc.edu.au/](http://www.qthc.edu.au/)

QTHC also has a refund policy which will be discussed at your induction session. A copy of the Refund Policy is also available on the QTHC website. Refund rights can vary depending on which course you enrol into, as well as what funding (if any) is being accessed. The Fee Agreement which you sign upon enrolment, will include the specific refund rights that are appropriate to your training contract.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	Approved By: -	Next Review Date: 25-11-2016
Version: 1.8	Approved Date: -	Page 13 of 21

If you would like to find out more about our fees, charges and the refund policy please contact our office to make an appointment with the Sales Consultant.

## Legislation

QTHC ensures that compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operation is integrated into its policies and procedures and that compliance is maintained.

QTHC complies with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:

## Vocational Education and Training

### *New South Wales*

Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010  
[http://www5.austlii.edu.au/au/legis/nsw/consol\\_act/veatpa2010526/](http://www5.austlii.edu.au/au/legis/nsw/consol_act/veatpa2010526/)

### *Queensland*

Vocational Education, Training and Employment Act & Regulation 2000  
<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrComPA12.pdf>

### *South Australia*

Training and Skills Development Act 2008  
[http://www.austlii.edu.au/au/legis/sa/consol\\_act/tasda2008317](http://www.austlii.edu.au/au/legis/sa/consol_act/tasda2008317)

## State

### *New South Wales*

Anti-Discrimination Act 1977  
<http://www.legislation.nsw.gov.au/maintop/view/inforce/act+48+1977+cd+0+N>  
Work Health and Safety  
<http://www.legislation.nsw.gov.au/scanview/inforce/s/1/?TITLE=%22Work%20Health%20and%20Safety%20Act%202011%20No%2010%22&nohits=y>

### *Queensland*

Anti-Discrimination Act 1991  
<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>  
Work Health and Safety  
<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf>

### *South Australia*

Equal Opportunity Act 1984 (SA)  
<http://www.legislation.sa.gov.au/LZ/C/A/EQUAL%20OPPORTUNITY%20ACT%201984.aspx>  
Racial Vilification Act 1996 (SA)  
<http://www.legislation.sa.gov.au/LZ/C/A/RACIAL%20VILIFICATION%20ACT%201996.aspx>  
Work Health and Safety Act 2012  
<http://www.legislation.sa.gov.au/LZ/C/A/WORK%20HEALTH%20AND%20SAFETY%20ACT%202012.aspx>

## Federal

Australian Constitution  
[http://www.aph.gov.au/About\\_Parliament/Senate/Powers\\_practice\\_n\\_procedures/Constitution](http://www.aph.gov.au/About_Parliament/Senate/Powers_practice_n_procedures/Constitution)  
Work Health and Safety Act 2011  
[http://www.austlii.edu.au/au/legis/act/consol\\_act/whasa2011218/](http://www.austlii.edu.au/au/legis/act/consol_act/whasa2011218/)  
Disability Discrimination Act 1992  
[http://www.austlii.edu.au/au/legis/cth/consol\\_act/dda1992264/index.html](http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/index.html)  
Geneva Conventions Amendment Act 1991  
[http://www.austlii.edu.au/au/legis/cth/num\\_act/gcaa1991288/](http://www.austlii.edu.au/au/legis/cth/num_act/gcaa1991288/)

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 14 of 21



# Participant Information Handbook

Human Rights Act 2004

[http://www.austlii.edu.au/au/legis/act/consol\\_act/hra2004148/](http://www.austlii.edu.au/au/legis/act/consol_act/hra2004148/)

Privacy Act 1988

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/)

Racial Discrimination Act 1975

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/rda1975202/index.html](http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/index.html)

Sex Discrimination Act 1984

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/sda1984209/index.html](http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/index.html)

Commonwealth Racial Discrimination Act 1975

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/rda1975202/](http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/)

Commonwealth Age Discrimination Act 2004

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/ada2004174/](http://www.austlii.edu.au/au/legis/cth/consol_act/ada2004174/)

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 15 of 21



# Participant Information Handbook

## Code of Practice

Quality Training and Hospitality College’s (QTHC’s) standards of quality are in compliance with the ASQA Standards for Registered Training Organisations 2015 made under the *National Vocational Education and Training Regulator Act 2011*.

The Code of Practice is available to all learners and is enforced by all at Quality Training and Hospitality College.

## Quality Training and Hospitality College’s Philosophy

### Our Core Values



To be proud of our integrity – **honesty in everything**.



To demonstrate our **discipline** of professionals.



To ensure **quality** by being “a little bit better today than yesterday”.



To have a genuine desire to help others achieve success (**preparing them for opportunity**).



To have the courage to be innovative.



To place great trust in our staff.



To remain in business by being commercially profitable.

### Our Main Company Goal

To be the best in our field because our success is your success.

### Our Key Company Targets



Maintain continuous improvement in:



Staff Performance



Course Materials



Administration



Financial Control



Sales/Marketing

### Our Culture

We welcome and acknowledge ideas, improvements and positive behaviour.

### Our Standards

We are the yardstick by which others are measured.

### Our Pride

Feeling of satisfaction in past/present achievements.

### Our Dedication

The degree to which we are prepared to devote our time to all of the above with a **positive attitude**.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	Approved By: -	Next Review Date: 25-11-2016
Version: 1.8	Approved Date: -	Page 16 of 21



## QTHC Assurance of Services to Stakeholders

Guideline Requirement	Code of Practice Statement	
How the Registered Training Organisation (RTO) ensures learners' rights as a consumer are protected and they receive the services detailed in their agreement with the RTO.	Your rights as a consumer are important to us.	
	We market and advertise our training services in an ethical and accurate manner.	
	Before you enrol, we will advise you of all fees and charges and material costs you will be charged for throughout your training.	
	We have a refund policy that is fair and equitable and you will receive a copy of this before you enrol.	
	We have systems in place to ensure that if we cannot fulfil our training obligations to you, that you will receive the refund of our services or be referred to another RTO at no extra cost.	
How the RTO adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each learner.	We maintain your academic, financial and other information in strict confidence.	
	Guideline Requirement	Code of Practice Statement
	How the RTO adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each learner.	We comply with all Commonwealth & State legislation related to how we operate as a Registered Training Organisation (RTO).
		We take steps to provide a safe, secure and healthy learning environment.
		You have access to your personal information at all times.
You have access to a compliant/assessment appeal process.		
All of our marketing is current, ethical and accurate.		
How industry is engaged in the RTOs operations so that learners can be confident that the qualifications issued by the RTO are recognised by industry.	Learners are informed of their rights, responsibilities and obligations prior to enrolment.	
	Guideline Requirement	Code of Practice Statement
	How industry is engaged in the RTOs operations so that learners can be confident that the qualifications issued by the RTO are recognised by industry.	We engage an Industry Expert Panel when developing our training and assessment strategies.
		All assessors have current and relevant industry experience and qualifications.
		We engage with employees, members and other industry representatives regularly to ascertain their wants and needs.
We encourage suitable workplace experience.		
Our assessment procedures all include a workplace component.		
Our organisation ensures we maintain industry currency and relevance by:	We recognise prior learning, industry skills and experience.	
	<ul style="list-style-type: none"> <li>▪ Employing trainers and assessors that are qualified in our Hospitality Industry Sector</li> <li>▪ Regularly engage with industry including employers, skills boards, on-job experience and professional bodies</li> <li>▪ Attend regular professional development opportunities to ensure we maintain currency with regulations, legislative and industry requirements.</li> </ul>	
	Our trainers/assessors meet with employers, industry groups, skills councils on a regular basis.	



# Participant Information Handbook

Guideline Requirement	Code of Practice Statement
How it assures the quality of training and assessment provided across all of its operations.	<p>Our organisation is committed to continuously improving the services it offers and seek learner feedback through evaluation surveys conducted during and on course completion.</p> <p>The services provided by our organisation will continuously to be improved with ongoing collection; analysis and action on the data reported by our trainers, assessors and the learner.</p> <p>We will ensure that our organisation complies with the required standards for RTOs by conducting regular internal audits.</p> <p>We will maintain effective internal and external communications of changes to policies through our web page.</p> <p>We employ fully qualified trainers and assessors with current industry knowledge and experience to deliver and assess our programs.</p>

Guideline Requirement	Code of Practice Statement
How it will meet the individual needs of all learners by assessing their current skills and knowledge prior to the commencement of training.	<p>All trainers have relevant industry experience and vocational competence in their area of expertise.</p> <p>We will recognise existing skills and knowledge gained through work and life experience, and formal study.</p> <p>We tailor training to meet learner needs and legislative requirements.</p> <p>We recognise that you may already have skills and experience in the Hospitality industry which is relevant to learner course assessment.</p> <p>We can assist learners to gain recognition of prior skills and experience through a process called Recognition of Prior Learning (RPL). If you have completed relevant units of competency from the Hospitality training package, we will credit these towards the completion of your qualification.</p> <p>We encompass training methodologies and principals of adult learning and flexible learning, tailored to provide relevance to our current industry sector.</p>

This Code of Practice documents how QTHC services meet the RTO requirements listed in the ASQA Guidelines for Standards for Registered Training Organisations 2015 made under the *National Vocational Education and Training Regulator Act 2011*  
<http://www.comlaw.gov.au>

Our Code of Practice Statements are based on collaboration with other RTO's at an ACPET Code of Practice Workshop. However they are complementary to Procedures within Quality Training and Hospitality College.

<b>CRICOS Number:</b> 02880B		<b>RTO Number:</b> 1036
<b>Document:</b> NovaCore CMS\SRTO 2015\Manuals\Participant Information Handbook	<b>Approved By:</b> -	<b>Next Review Date:</b> 25-11-2016
<b>Version:</b> 1.8	<b>Approved Date:</b> -	Page 18 of 21

## QTHC Code of Conduct

Quality Training and Hospitality College (QTHC) is Nationally Accredited and Registered under ASQA and CRICOS and abides by the following Code of Conduct which sets an ethical standard for our operation whilst remaining responsive to the development of training and education opportunities for the Australian community and International Students.

### QTHC will:



At all times conduct our operations transparently, equitably and with integrity;



Practice zero tolerance of all behaviors and activities that diminish the importance of individuals;



Ensure the safety and wellbeing of all minor learners and continuously work to the enhancement of a quality child safe environment;



Observe the standards prescribed by the Australian Quality Framework and Education Services for Overseas Learners and other regulatory and accrediting bodies as is required;



Establish policies which fulfil our obligations to all stakeholders and which comply with all legislative and governance requirements;



Strive for continuous improvement of all facets of our operation and service provision;



Take responsibility for professional development of all persons involved in the provision of our services;



Make every endeavor to assure that QTHC is ecofriendly;



Through a spirit of mutual cooperation, engage the general community, industry, employer and employee representative groups and government to:

- \* maximise the potential for the employment, training and personal development of the Australian workforce;
- \* develop equitable policy objectives, supported by adequate resources;
- \* develop understanding in the general community of the role of RTOs and their place in the business community;
- \* encourage community acceptance of entry level training as a viable option, for all and in particular disadvantaged groups;
- \* promote, implement and monitor quality training programs relevant to industry and the community.

## QTHC Code of Practice Customer Service







Our Code of Practice Customer Service outlines our minimum service commitment.

### Our Commitment









To support our aim we guarantee to provide all customers (internal and external) with prompt and efficient service.

To ensure those standards are met at all times QTHC's professional service is supported by Quality Assurance measures.

#### **As a minimum QTHC will ensure that:**

-  All customers are treated in a professional, ethical and courteous manner.
-  Maintain open and honest channels of communication with our customers.
-  Access and equity principles apply to and for all customers at all times.
-  All Commonwealth and State legislative compliance is met.
-  Our Customers' safety remains QTHC's paramount priority. Workplace Health and Safety compliance of all stakeholders is monitored and meets legislative requirements.
-  Appropriately qualified staff will be supported with processes and procedures that ensure the highest quality of service provision.







#### **As part of our commitment QTHC's staff will:**

-  Always clearly identifying themselves when contacting customers;
-  Wherever possible, provide a one point of contact service;
-  Aim to answer questions or resolve issues quickly and satisfactorily;
-  Provide clear, accurate and helpful information/advice at all times;
-  Normally respond to training enquiries within 48 hours;
-  Address industry enquiries, including request for trainees, same day as receipt;
-  Ensure timely and accurate payment and recording of financial transactions including wages;
-  Maintain privacy in compliance with the Privacy Act 1988.

## Customer Feedback

QTHC encourages feedback to help us improve our service.

#### **Our processes for collection of feedback will include:**

-  Open unsolicited access to the QTHC team via telephone, facsimile or email during normal working hours;
  -  Customer satisfaction surveys from time to time;
  -  Ad hoc requests for feedback when our team members are in contact for other reasons;
  -  Invitations to industry to participate in quality evaluation and improvement programs.
- All customer comments and suggestions will be:
-  \* Kept confidential unless an appropriate authority to use the information has been received;
  -  \* Reviewed for use in the improvement our service.

## Participants Code of Conduct

Participants attend training because they choose to – they have decided they want to learn a particular subject or gain skills. This means that adult learners “Own” their learning and take responsibility for it.

You are asked to read the Code of Conduct thoroughly and sign the Attachment 12 - Statement of Understanding to indicate that you understand and agree to these conditions:

- 1 All Participants are expected to attend workplace training to successfully complete their training (if applicable).
- 2 You will be advised by your trainer as to the appropriate clothing to wear when training is conducted away from the workplace.
- 3 For your own self-respect and as a representative of QTHC you must maintain a high standard of presentation and behaviour at all times.
- 4 To participate in all training activities and carry out any tasks that may be asked by your trainer/assessor to the best of your ability.
- 5 To complete Self-Paced Learning Work Books and/or assessments as required.
- 6 To produce a Doctor's Certificate for all sick days upon returning to class. You must advise your trainer/assessor, before course commencement, if you will be unable to attend class for a particular day. Absenteeism may result in Units not being completed, or Competencies not being achieved. Excessive absenteeism may result in your removal from the program. Excessive tardiness may result in you being marked absent for that training session.
- 7 If you are unable to attend off-the-job training or structured training sessions/workshops, you must contact your employer and trainer/assessor before start time.
- 8 To advise your trainer/assessor of any concern that you may have regarding your progress throughout your Traineeship or Training Program.
- 9 You must advise QTHC of any changes in your personal details on a Change of Participant Details Form.
- 10 You must keep training areas and facilities tidy at all times.
- 11 QTHC maintains zero tolerance of consumption of, or being under the influence of alcohol or illicit substances during training hours and will result in you being asked to leave the premises. Investigation may result in your removal from the Traineeship or Training program.
- 12 Your behaviour must not be disruptive to other Participants, or company personnel. Failure to comply may result in expulsion from your program.
- 13 Threatening or abusive behaviour and/or physical violence will result in instant expulsion from your program.

Failure to comply with points **11** and **13** above, will result in your suspension and/or expulsion from your Traineeship or Training Program