

Code of Conduct / Code of Practice

This information sheet contains important information on how the Licensed Club Industry Training Foundation of SA Inc t/a Complete Hospitality Training Skills operates. Please read carefully and ask questions if you do not understand anything.

RTO's OBLIGATIONS

- CHTS will deliver and assess quality training in compliance within the guidelines of ASQA Standards.
- CHTS will inform staff/clients/learners of any legislation and regulatory requirements relevant to delivery of services or changes to operations as soon as practicable.
- CHTS must remain financially viable and undergo internal risk assessments annually.
- CHTS must hold public liability insurance that covers the scope of operations.
- CHTS must provide accurate and current information as required by ASQA Standard 7.5 under The 'Data Provision Requirement.'
- CHTS must comply with Commonwealth, State and Territory legislation and regulatory requirement relevant to operations. Including verifying learners USI's before issuing certification.

LEARNER'S RIGHTS

- Learners have the right to appeal any training results that they feel are not justified.
- Learners have the right to learn in an organised, clean and safe environment.
- Learners have the right to be treated equitably by their trainer and other learners.
- Learners have the right to have access to their training records by providing identification.

LEARNER'S OBLIGATIONS AND HOUSE KEEPING REQUIREMENTS

- Learners must obey Work Health & Safety Rules.
- Learners' obligation to inform CHTS if they are unable to attend training.
- Participate in class activities and make the most of their training.
- Obey any lawful instruction of their trainer.
- Learners must respect the rights of fellow participant's with regard to bullying and harassment laws.
- Learner's must keep work / training area tidy
- **NO** food or drink during class, except during breaks
- Learner's must report all damaged equipment
- Smoking is not permitted in training sessions. Smoking is allowed outside only (on allocated

- breaks).
- Learner's should dress appropriately, neat casual.
- Respect other tenants within Clubs SA House environment.

ACCESS AND EQUITY

Access and equity covers three broad areas: Discrimination, Harassment and Affirmative Action, it is about removing barriers and opening up opportunities. In education and training, it means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. It means identifying and addressing the training needs of everyone.

ASSESSMENTS

Assessments may be modified to meet individual learner needs.

CHTS will ensure that the assessment of training packages and accredited training programs in our scope of registration is conducted in accordance with the Principles of Assessment (Clause 1.8, table 1.8-1) : Fairness, Flexibility, Validity, Reliability and the Rules of Evidence (Clause 1.8, table 1.8-2) : Validity, Sufficiency, Authenticity, Currency.

Assessments will be developed through effective consultation with industry.

- CHTS will provide an accountable and consistent approach for the assessment of competency using the principles of competency based assessment this will be undertaken only by personnel who are suitably qualified.
- Assessment of competency will meet the assessment requirements of the endorsed components of relevant training packages / accredited training programs as required by VET and AQSA.

LEARNER ATTENDANCE

Learner's are required to sign an attendance sheet every day; this is for training records and Work Health & Safety reasons.

Learner's are required to arrive at class on time, if you are running late or not attending you MUST contact your trainer and advise your estimated time of arrival or the reason for not attending. Learner attendance in class is paramount to successful completion of learning and assessment outcomes. Learner's are expected to be in attendance for all training sessions.

LEARNER SUPPORT SERVICES

CHTS understands that there may be times when personal issues may affect your ability to undertake your training. CHTS has identified a number of support mechanisms for learners who have special needs or require support or assistance to undertake or complete their learning. Discuss with your trainer if you require Language, Literacy and Numeracy assistance.

DISCIPLINARY PROCEDURES FOR PLAGIARISM

When submitting assessments learners sign an assessment cover sheet which states:

'I declare this assessment is my own work according to Complete Hospitality Training Skills Policy on Plagiarism.'

Upon marking of your assessment if it is found that you have plagiarized, action will be taken. You will be found 'not yet competent' for that particular unit however; you will be given another opportunity to resubmit your assessment. This will be reassessed and you will have another chance to gain a competent result for that unit.

COMPLAINTS AND APPEALS

All complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. All learners of CHTS are entitled to train in an environment in which they feel safe and comfortable. Complaints and Appeals can include assessment decisions made by CHTS or a third party. If circumstances arise where a learner does not feel safe or comfortable and feels they have been treated unfairly, the learner has the grounds to undergo the complaints and appeals process used by CHTS in line with ASQA Standard 6.

Complainant or appellants will be kept informed of the progress and in writing if the process to finalise the complaint for appeal is going to take longer than 60 days. Records are kept of all complaints and appeals and appropriate actions are taken by CHTS to eliminate the likelihood of reoccurrence.

Individuals may want to contact the Office of the Training Advocate at;

<http://www.trainingadvocate.sa.gov.au/> Phone 1800 006 488

COURSE INFORMATION

Prior to enrolment or commencement of a course with CHTS the learner is given information to enable them to make informed decisions regarding training. This includes code, title and currency of certificate or unit of competency, estimated duration, location, delivery modes, fees and refunds and information on how to create a Unique Learner Identifier (USI). CHTS will take into account the learners existing skills and competencies with regard to RPL applications. CHTS will inform the learner of any work placement arrangement and support services available.

FEES / REFUNDS

Written information is provided to the learner prior to enrolment or commencement: course fees, payment terms and condition, refund terms and conditions. CHTS has processes in place where prepaid fees in excess of \$1,500 are collected from individual learners.

All requests for refunds must be submitted in writing. No refund is payable to participants who leave before finalising the course / competency unit / qualification, unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis.

ISSUING OF QUALIFICATIONS / RECORDS MANAGEMENT

All AQF certification / testamur's issued by CHTS will comply with of ASQA standards. Testamur's will be issued within 30 calendar days to learners who have been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course, providing all fees have been paid. A register is maintained by CHTS of all qualifications issued, qualifications can be re-issued to learners at a cost. All testamur records are kept for 30 years from date of issue. Learners can request to access their records. No qualification or unit of competence certification can be issued until the learners USI has been verified by CHTS.

LANGUAGE, LITERACY AND NUMERACY

Learners must inform CHTS of any Language, Literacy and Numeracy issues that may require learning assistance. All CHTS courses are conducted in English and include a written and or practical assessment as part of the evaluation process, trainers are advised if a learner needs special communication assistance. CHTS is committed to ensuring successful learner outcomes by only enrolling learners who have the capacity to fulfil the requirements to complete the qualification in which they have enrolled. All marketing materials state that prospective learners must have the language, literacy and numeracy skills to succeed.

PRIVACY

CHTS is bound by the Privacy Amendment Act 2014. CHTS only collects information that relates to a learner's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

A learner may access their files at any time. To request to see their records a learner must apply in writing, complete a 'Request to Access Learner Record' form and lodge with CHTS management. Access can be provided within 24 hours of the request.

CHTS may use and disclose your personal information for the primary purpose for which it was collected, for reasonably expected secondary purposes, and in other circumstances authorised by the Privacy Amendment Act 2014.

RECOGNITION OF PRIOR LEARNING (RPL)

CHTS will ensure that Recognition of Prior Learning (RPL) is offered to all applicants on enrolment. The process is structured to minimise time to applicant, and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held.

Original Certificates or Statements of Attainment or adequate evidence must be sighted before any RPL will be granted.

WORK HEALTH AND SAFETY

CHTS is committed to the provision of a safe and healthy environment for its learners, staff and visitors. As part of that commitment, staff and learners will be provided with information and training to enable them to work and learn in a safe environment. CHTS is bound by the *Workplace Health and Safety Act 2012*.

If you require further elaboration on any of this material please talk to your trainer or call CHTS on 08 8290 2200.