

CHTS

COMPLETE HOSPITALITY
TRAINING SKILLS

NOT-FOR-PROFIT • INVESTING IN PEOPLE

222a Henley Beach Road,
Torrensville.
Phone: 08 8290 2200

LEARNER HANDBOOK

This handbook covers a range of Policies that are relevant to your studies with Complete Hospitality Training Skills. As a learner of Complete Hospitality Training Skills you have obligations and responsibilities which you need to be aware of to gain as much as you can from your learning experience. This handbook also contains information on the support available to you as a learner of Complete Hospitality Training Skills.

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SECTION 1 - INTRODUCTION

- Licensed Club Industry Training Foundation of SA Inc. (LCITF) trading as Complete Hospitality Training Skills (CHTS) is a not-for-profit Registered Training Organisation (RTO) established by the Licensed Clubs' Association of South Australia Inc. (Clubs SA) in January 1993 and became a registered incorporated body (AOO21153R) under the Associations Incorporations Act 1985 on the thirteenth day of May 1993.
- LCITF uses the trading name Complete Hospitality Training Skills (CHTS) on its letterheads, marketing and web site.
- CHTS provides training to the wider South Australian community who need training, this is not limited to hospitality.
- CHTS provides training to employees of the gaming and hospitality industry and to learners seeking to obtain employment in the gaming and hospitality industry.
- CHTS has an exemption allowing for the possession of gaming machines for the purposes of conducting training courses under Regulation 10 of the Gaming Machines Act, 1992 approved by the Treasurer (December 1992).
- CHTS scope of registration (National Provider Number 1050) can be accessed on www.training.gov.au
- A Testamur or Statement of Attainment is issued within 30 days on successful completion of any Certificate or Unit of Competence.
- Training at CHTS competency based training and assessment. For a learner to be assessed as competent, our Trainers and Assessors must ensure the learner demonstrates their;
 - Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
 - Understanding of what they are doing, and why, when performing tasks
 - Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

- As an RTO, CHTS must be compliant under the vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTO's are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.
 - A national recognition system which is based on competency standards linked to a set of national qualifications.
 - Nationally endorsed industry training packages as a basis for training programs. These packages include nationally recognised competency standards, assessment guidelines and qualifications.
 - Quality assurance check points to ensure the national framework results in a training system of the highest standard.
 - A higher level of flexibility for training organisations to deliver quality training products and services to meet the needs of employers.

The VET Quality Framework comprises:

- the *Standards for Registered Training Organisations (RTOs) 2015*
 - the Australian Qualifications Framework
 - the Fit and Proper Person Requirements
 - the Financial Viability Risk Assessment Requirements, and
 - the Data Provision Requirements.
 - RTO'S must comply with AQSA.
- CHTS policies and management practices ensure the delivery of high professional standards in the delivery of training and assessment, which is in the best interests and successful outcomes for the learners.
 - CHTS ensures that trainers are suitably qualified and are aware of cultural and learning needs of learners.
 - CHTS ensures that all training is conducted under the requirements of the SIT12 Tourism, Travel and Hospitality Training Package.
 - CHTS recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations.
 - CHTS offers Recognition of Prior Learning (RPL) to all learners.
 - All marketing and website material is within the regulations of AQSA standards.

- CHTS receives signed permission from individuals before using their information in marketing material.
- CHTS has a refund policy that all learners are made aware of prior to enrolling in a course.
- All financial transactions between CHTS and learners are fully documented.
- CHTS has an appeal and grievance Policy and Procedure.
- CHTS receives feedback from learners engaging in all courses.
- CHTS uses feedback from learners and employers (all stakeholders) to continuously improve.

CHTS OBLIGATION TO LEARNERS

- 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.
- Keep work/training area tidy
- **NO** food or drink during class, except during breaks
- Report all damaged equipment
- Smoking is not permitted in training sessions. Smoking is allowed outside only (on allocated breaks).
- Learners should dress appropriately, neat casual.
- Respect other tenants within Clubs SA House

LOGGING ON TO THE WEBSITE

There are many reasons why you may be directed to log onto the Complete Hospitality Training Skills website. (www.chts222.com.au) You may be completing some of your learning online through our e-Learning programs, or you may be accessing student information. If you have difficulties accessing our website contact the office on 8290 2200.

POLICIES

At CHTS we maintain a high standard in the provision of vocational education and training. We have policies and management practices in place to uphold high professional standards in the marketing and delivery of our services, which safeguards the interests and welfare of our learners and stakeholders.

At CHTS we maintain a learning environment that supports the success of our learners and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered.

CHTS ensures that the following are the minimum components of our Code of Practice.

- Access & Equity Policy
- Assessment Policy
- Audit Policy
- Complaints & Appeals Policy
- Continuous Improvement Policy
- Financial Management Policy
- Industry Consultation
- Issuing Qualifications Policy
- Learner Enrolment Policy
- Learner Discipline / Exit Policy
- LLN Policy
- Marketing Policy
- Privacy Policy
- Records Management Policy
- Risk Analysis & Management & Action Policy
- RPL Policy
- Refund Policy
- Staff Induction Policy
- Version Control Policy
- Work, Health & Safety Policy

SECTION 2 - LEARNER GUIDELINES

ASSESSMENT

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) ; Rules of Evidence: 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.
- Assessment will provide for the recognition of competencies, no matter how, where or when they were acquired.

METHODS OF ASSESSMENT

Methods of assessment used in your training program will include (but not limited to) ;

- Skills/competency tests - where you are required to perform at a particular standard
- Projects/assignments - where you are asked to implement a workplace improvement project (usually within a team environment)
- Presentations – where you will present findings/project progress to the group/facilitator and initiate discussion
- Questioning techniques (oral and written) - where oral questions are used to supplement direct observation of your performance and provide the assessor with evidence of underpinning knowledge
- Historical data - where evidence that skills are consistently applied in the workplace is required e.g. log books, reports, check sheets, verification with supervisor, etc.
- Personal reflection exercises – where you will complete self-assessment questionnaires and a personality profile
- Recognition of Prior Learning Assessment Tools

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 your assignment, 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.

DISCIPLINE / LEARNER EXIT

CHTS may implement learner discipline should a learner be found to be acting inappropriately, due to misconduct or assessment malpractice.

These disciplinary processes may include:

- Suspension from the training room
- Expulsion from the training room
- Expulsion from the training course

If a learner is in receipt of unemployment benefits or is a case manager/employment office client, a progress report will be forwarded to either their case manager or employment office.

DUTY OF CARE

CHTS believes its learners have the right to learn in an environment which is free from any kind of Discrimination, Harassment and Affirmative Action.

Direct and indirect discrimination or harassment include but are not limited to the below:

- Sex or gender, and sexual harassment
- Marital status, pregnancy, parental status and family responsibility
- Sexual preference
- Disability, impairment or handicap
- Race, colour, national or ethnic origin, descent or ancestry or immigration
- Age
- Religious or political belief or activity
- Personal association with or relation to any person who is identified on the basis of any of the above

- Harassment, whether committed by a trainer or fellow learner, will be viewed as misconduct and a breach of discipline and will not be tolerated.
- All complaints will be taken seriously and will be thoroughly investigated: promptly, impartially and confidentially. An internal grievance handling procedure is in place to deal with those complaints and we guarantee that neither complainants nor any witnesses will be adversely affected.

EVALUATION AND FEED BACK

On completion of each nationally recognised unit or full Certificate course learners are asked to complete a course Internal Evaluation form. CHTS values all feedback from learners as it assists us to continuously improve the products and services we offer. Learners are encouraged to provide us with feedback, both positive and constructive. Learners will also be asked to complete the NVR Quality Indicators survey at the completion of their training.

LEARNER ATTENDANCE

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

Learners are required to arrive to class on time, if you are running late or not attending you MUST contact the administrator or trainer at the office on 8290 2200, 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. Learners 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.

MOBILE PHONES

All phones must be turned off during the training course, as a courtesy to the Trainer and other learners. Mobile calls can be retrieved during breaks. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made.

PUNCTUALITY

As a courtesy to other learners and the trainer all learners must be punctual both at the start of the day and when returning from breaks.

SECURITY

Do not leave handbags or other valuable unattended. Although the building may be reasonable secure, you are ultimately responsible for your own belongs. CHTS accepts no responsibility for any belongings which may be stolen or go missing.

WORKPLACE MENTORING

CHTS is very conscious of the significant part that mentoring can, and does, play in developing better workplace relationships and a more dynamic learning organization.

CHTS therefore ask that you work closely with your mentor at CHTS or in your work place, especially when it comes to working on an assessment task and implementing workplace improvement projects.

SECTION 3 - COURSE INFORMATION

TRAINERS AND ASSESSORS

All trainers and assessors contracted or employed by CHTS have been through a formal recruitment and selection process.

Trainers and Assessors who conduct courses for CHTS must have qualifications and current competency in the vocational areas in which they are delivering and assessing.

COURSE DELIVERY

CHTS ensures the following resources are in place:

- Trainers and Assessors all have appropriate qualifications and experience
- Course materials are appropriate to the methods of delivery and assessment requirements

Delivery and assessment methods used by CHTS meet specific quality requirements and are chosen to best suit the unit of competency, while giving full consideration to the learning style of the learner.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical Demonstrations
- Audio visual presentations
- Group participation / discussions
- Trainer instruction
- Practical activities
- Self-paced activities
- Individual projects
- Workplace based training (if applicable)

RECOGNITION OF PRIOR LEARNING (RPL)

CHTS will ensure that Recognition of Prior Learning (RPL) is offered to all prospective learners on enrolment. CHTS will ensure that 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.

Learners who consider they possess the competencies identified in all or part of any course / qualification offered by CHTS may seek recognition. RPL will be granted upon substantiation of that claim.

The RPL application process consists of completing the RPL form outlining the qualification code and title and unit/s requesting RPL for. This can also identify what a person has learned from life experience and work experience and measures these experiences against the learning outcomes of the course the learner is enrolling in.

Evidence of RPL may include: Certificate evidence of current competence, performance, demonstration or skill test (practical assessments), portfolio, logbook, task book, projects or assignments, written presentation, interview, case studies, in house training courses (on the job), life experiences, letter from employer.

CHTS will recognise qualifications from other RTO's.

The assessment completed by CHTS will be professionally conducted and will be valid, reliable, flexible and fair.

LANGUAGE, LITERACY AND NUMERACY

CHTS is committed to ensuring successful learner outcomes, all marketing materials state that prospective learners must have the language, literacy and numeracy skills to succeed. On enquiry / enrolment or before class begins prospective learners are assessed during conversations with CHTS staff, the LLN assessment is offered to prospective learners if CHTS staff are concerned regarding their understanding of English and the ability to complete assessments. Referrals for assistance with LLL skills are given to the learner.

Literacy and numeracy | australia.gov.au

www.australia.gov.au/topics/education-and.../literacy-and-numeracy

Migrant Literacy Net | www.migrantliteracynet.com/

Australian Flexible Learning Network | www.flexiblelearning.net.au

SPECIAL NEEDS

Learners intending to enroll for training are requested to advise us if they have any physical or other impairment (eg. LLN, dyslexia, learning difficulties etc.) which may adversely affect their ability to successfully undertake training and assessment prior to enrolment. Learners with impairments are encouraged to discuss with the Trainer any special needs / and or reasonable adjustments to the study environment which they consider are necessary or would assist them to be successful in the outcome. It may be as simple as an oral assessment in place of the written assessment.

TRAINING RESOURCES

CHTS provides all learners with a training manual and / or handouts for all courses offered. These resources are the learners to retain as part of the training process, and ongoing learning in their workplace.

ASSESSMENT

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification.

Assessment activities and expectations will be explained to learners on the first and last days of each unit of study and with learners' resources.

Various assessments / tasks / activities may be involved including, but not limited to:

- Observation of performance
- Assessments
- Written / oral questions
- Work place performance / project (if applicable)
- Scenarios in group discussion
- Demonstration of skills
- Portfolio of evidence

Learner results are entered into a Stela; assessments are retained by CHTS as part of the requirements under ASQA guidelines for auditing purposes. Post-assessment guidance is available to all learners.

Assessment undertaken for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework.

ISSUING CERTIFICATES

All Testamurs / Certificates issued by CHTS will comply with the standards outlined in the (AQF) Australian Qualifications Framework 2013 and the guidelines and requirements of ASQA.

CHTS will issue Testamurs within 30 days of successful completion if the following have been achieved-

- Learner has successfully completed all assessment processes
- All fees have been paid in full
- Learners USI has been supplied and verified by CHTS
- Learners have provided postal addresses on their enrolment form
- Testamur's will only be issued within CHTS's scope of registration

All Testamur's, Certificates, Statement of Attainment and Certificate of Attendance are retained in electronic format for a period of 30 years.

RE-ISSUANCE OF CERTIFICATES

Testamurs / Certificates can be re-issued at a nominal fee on request. Applicants will need complete the appropriate form to verify their details on the student management system prior to a copy being issued.

COURSE FEES

CHTS has developed a fair and equitable process for determining course cost, refunds and payment options. CHTS accepts cash, cheque, Credit Card and Direct Deposit as forms of paying course fees.

Course fees are payable in advance to hold training places.

If CHTS collects more than \$1500 per learner in prepaid fees, we will take action to protect the prepaid fees that exceed \$1500 for any learner. A structured payment schedule will be advised to the learner.

COURSE CANCELLATION AND TRANSFERS

CHTS reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Learners already booked into these courses will be notified and refunds will be paid if necessary or transfers to other course dates.

REFUNDS

No refund is payable to learners 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, for example if 50% of the program has been delivered then 50% of the fee paid minus the original deposit will be refunded.

However, should learners wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within 12 months of initial payment.

The maximum time within which a refund can be claimed will be at the sole discretion CHTS.

If a client chooses to withdraw from the course prior to the commencement then CHTS must be notified in writing / email prior to commencement of the course. The following refunds will apply:

- If notified 7 days prior to commencement of the course a 75% refund, minus the deposit will be given.
- If notified 5 days or less to the commencement of the course no refund will be given.

Conditions under which fees or proportion of fees may be refunded

In the event that CHTS is unable to fulfil its contract with a client/learner, then CHTS will refund the client/learner the proportion of fees paid by the client/learner for which services were not received.

Conditions under which tuition may be terminated:

- Non-payment of fees
- Serious breaches of CHTS policies

If a learner has any complaints / disputes about refunds please refer to our Complaints and Appeals procedures.

SECTION 4 - STUDENT POLICIES

ACCESS AND EQUITY

Access and equity covers three broad areas: Discrimination, Harassment and Affirmative Action.

Access and equity 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.

“Diversity” is the recognising and valuing of individual differences.

“Disability” the definition of a disability under the Disability Discrimination Act is broad and includes physical, intellectual, psychiatric, sensory, learning, neurological, physical disfigurement and the presence in the body of disease causing organisms.

CHTS is proactive in supporting fair access to educational opportunities and ensuring that all learners have the opportunity to achieve according to their own individual potential. CHTS is committed to promoting, encouraging and valuing equity and diversity in regard to its staff and learners.

CHTS will at all times:

- Provide an environment of support and care for learners
- Encourage cultural understanding and sensitivity
- Encourage early identification and intervention to support learners
- Seek to ensure that practices are non-discriminatory and pay due consideration to the needs of all groups
- Evaluate all educational processes to ensure that they are inclusive and value learners from a diverse background
- Ensure all policies and procedures are non-discriminatory

Provide learners with information about access and equity issues and the complaints resolution process

CHTS requests that learners declare if they are in need of specific assistance with regard to language, literacy and numeracy so that specific learning support may be provided. Alternative learning and assessment strategies are employed by CHTS to assist learners with special needs.

LEARNER IDENTIFIER

CHTS learners supply on enrolment or with CHTS assistance apply for a unique learner identifier.

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give learners access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for learners to find and collate their VET achievements into a single authenticated transcript. It will also ensure that learners' VET records are not lost.

The USI is available to create online and at no cost to the learner. This USI will stay with the learner for life and be recorded with any nationally recognised VET course. The USI came into effect on 1 January 2015.

To create a USI you will require at least one [form of ID](#) from the list below ready:

- [Driver's Licence](#)
- [Medicare Card](#) (this includes a current family Medicare card where your name is included)
- [Australian Passport](#)
- [Visa \(with Non-Australian Passport\)](#) for international learners
- [Birth Certificate](#) (Australian) *please note a Birth Certificate extract is not sufficient
- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [Immigration Card](#)

LEARNER RECRUITMENT AND ENROLMENT

CHTS recruitment of learners will be responsible, ethical and consistent with training package requirements at all times. CHTS is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

Learner enrolments are subject to availability of places on the training program. CHTS numbers are limited due to space in training rooms and the individual attention we give to learners.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program.

If a training program is fully booked at the time the participant enquires about enrolment, then they will be placed on a waiting list and offered the first place when one becomes available or placed in the next available training. Enrolments are strictly on a first-in, first-served basis.

Participation in training is subject to the payment of all fees and charges.

CHTS is proactive in supporting fair access to educational opportunities and ensuring that all learners have the opportunity to achieve according to their own individual potential. CHTS is committed to promoting, encouraging and valuing equity and diversity in regard to its staff and learners.

LEARNER RECORDS

CHTS maintains current and accurate records of all enrolment, participation, training outcomes and certification issued.

All learner records are kept for 30 years from date of enrolment in electronic format. Learners can request to access their records by completing 'Request to access learner records' form with relevant identification.

In accordance with the Privacy Amendment Act 2014 learner information is not disclosed to anyone outside CHTS without the learners consent.

PRIVACY

CHTS is bound by the Privacy Amendment Act 2014 and respects learners, staff and trainer's right to privacy.

CHTS provides training and assessment services to the general public and business sector. Information is collected from students upon initial enquiry in order to send our course information, and is collected at enrolment and during the provision of the training and assessment services. This information collected by CHTS may use personal information to advise learners of upcoming events and training courses, for marketing and statistical and reporting purposes by ASQA. Personal data will not be disclosed to any other party without your consent.

PROGRAM STRUCTURE

The training program has been designed and tailored to meet your individual needs. If you are undertaking our qualification through your company your training program has been designed in consultation with management and tailored to the organisations needs. Learning occurs in a number of ways; attending workshops, mentoring, on the job, life, research, reading, networking and project work and the Recognition of Prior Learning.

For the purposes of assessments and the successful completion of the requirements in each of the units, you are required to:

- Attend workshops and / or complete workbook exercises
- Complete assessment task / projects related to the competencies of the units
- Work in a team environment to complete projects/assessment activities

EQUAL OPPORTUNITY

CHTS has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and learners. Legislation covering anti-discrimination in Australia includes, but not limited to:

- Federal Legislation:
 - Age Discrimination Act 2004 (C/W);
 - Australian Human Rights and Equal Opportunity Commission Act 1986) (C/W);
 - Australian Human Rights and Equal Opportunity Legislation Amendment Act 1992 (C/W)
 - Disability Discrimination Act 1992 (C/W);
 - Racial Discrimination Act 1975 (C/W);
 - Sex Discrimination Act 1984 (C/W);
 - Work Place Gender Equality Act 2012 (C/W);
 - Fair Work Act 2009 (C/W).

SA State Legislation: - South Australia Equal Opportunity Act 1984 (SA);

LEARNER COMPLAINTS AND APPEALS

On enrolment and before commencement of training all learners are advised of CHTS's Code of Practice including support services available to them. All learners are entitled to train in an environment in which they feel safe and comfortable. If circumstances arise where a learner does not feel safe, comfortable or feels they have been treated unfairly, the learner has the grounds to make a complaint to Complete Hospitality Training Skills.

Call the office on 8290 2200.

All learners will be provided the opportunity to formally present his or her case, all grievances will be managed fairly and equitably and as efficiently as possible in line with ASQA Standard 6.

Complaint / Appeal process -

1. The learner must first raise the grievance with his / her trainer and together attempt to resolve the grievance.
2. The learner must put the complaint/appeal in writing to be referred to the Executive Officer.
3. If a grievance cannot be resolved through discussion and conciliation. CHTS acknowledges the need for an appropriate external and independent agent to mediate the parties. Individuals may want to contact the Office of the Training Advocate at; <http://www.trainingadvocate.sa.gov.au/> Phone 1800 006 488

OR

4. If no agreement is made from this process, the appellant / complainant is entitled to an independent person to review the complaint. If still there is no satisfaction, the appellant / complainant will be encouraged to take the complaint to ASQA. The Australian Skills Quality Authority info line 1300 701 801 or email enquiries@asqa.gov.au

WORK HEALTH AND SAFETY (WHS)

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.

1. CHTS will provide and maintain safe equipment and materials.
2. CHTS staff will be trained in the safe use, handling and storage of equipment and materials.
3. CHTS will provide adequate information regarding hazards and risks within the premises.
4. The Executive Officer will consult regularly with staff regarding the development, implementation and review of health and safety issues.
5. CHTS will ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting.
6. CHTS is a non-smoking venue.

Evacuation Procedure – 222a Henley Beach Road, Torrensville

- ❖ Upon hearing the call to evacuate, all CHTS learners must immediately move to the designated assembly area western side of Stephen Terrace and follow the instructions given by CHTS and Clubs SA staff. The building must not be re-entered until learners and staff are instructed to do so by emergency personnel.
- ❖ If the call to evacuate is given:
- ❖ Go to the fire exit as directed by CHTS staff
- ❖ Only take your personal belongings
- ❖ Advise a first aid officer of any injured person as soon as possible
- ❖ When you get outside go to the nominated assembly area and remain in class groups

The nominated assembly point is on the western corner of Henley Beach Road and Stephens Terrace, opposite CHTS main entrance.

CONTACT INFORMATION

Address: 222a Henley Beach Road, Torrensville SA 5031
Hours: 9.00am to 5.00pm
Phone: 08 8290 2200
Email: msumner@chts222.com.au
Website: www.chts222.com.au

Useful Contacts

Learners can access information pertaining to industry and legislative bodies relevant to their course requirements via the following web site addresses.

Office of Liquor and Gambling	http://www.cbs.sa.gov.au/
National Training Information Service	http://www.training.gov.au/
The Training Advocate	http://www.trainingadvocate.sa.gov.au/
Traineeships & Apprenticeships Services	http://www.skills.sa.gov.au/
Australian Apprenticeships	http://www.australianapprenticeships.gov.au/
Training & Skills Commission	http://www.tasc.sa.gov.au/
Australian Flexible Learning Network	http://www.flexiblelearning.net.au/
Service Skills Australia	http://www.serviceskills.com.au/
SA Equal Opportunity Commission	http://www.eoc.sa.gov.au/
Consumer & Business Services	http://www.cbs.sa.gov.au/
Unique Student Identifier (USI)	http://www.usi.gov.au/create