



STUDENT HANDBOOK

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Welcome Note

Welcome to Train to Gain. Train to Gain is a Registered Training Organisation and is recognised by the Australian Skills Qualifications Authority (ASQA) as a deliverer of nationally recognised training from the Retail Services and Tourism, Hospitality and Events Training Packages.

Training

Train to Gain offers the following accredited training:

- SITHFAB002-Provide Responsible Service of Alcohol
- SITXFSA101 Use Hygienic Practices for Food Safety
- SITXFSA201 Participate in Safe Food Handling Practices
- HLTFSE001 Follow Basic Food Safety Practices
- HLTFSE007 Oversee the day to day implementation of Food Safety in the Workplace
- HLTFSE005 Apply and Monitor Food Safety Requirements

Competency Based Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

For our purpose competency may be defined simply as:

‘... the ability to perform a job to the required level of performance expected in the workplace.’

Flexible Delivery

Flexible delivery means providing training when it best suits the participant and / or employer.

Flexible delivery focuses on **learning** rather than **teaching** and to provide the best possible learning experience for the participant. This means that the participant has greater control over what, when and how they learn.

Credit Transfer

Train to Gain recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other Registered Training Organisation.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

In all cases, the onus is on the applicant to document and present a convincing case to justify a claim for RPL. Whilst Training Improvements may provide guidance or assistance to the applicant, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL assessor.

Course participants seeking RPL must complete an application form, and provide documentation to support that application. Cost of RPL is \$220 AUD dollars per unit and takes up to 20 working days to process.

Recognition of Current Competencies

Recognition of Current Competencies (RCC) refers to the successful assessment of an individual's ability to currently perform a task at a determined level of competency. Although the terms are frequently used interchangeably, RPL differs from RCC in that RCC focuses on an individual's current ability to meet a competency standard, rather than an individual's previous learning. Cost of RCC is \$220 AUD dollars per unit and takes up to 20 working days to process.

Language, Literacy and Numeracy

To assist in identifying any special learning needs, you are required to provide the Train to Gain with information regarding your LL&N requirements on your enrolment form, prior to the start of the training program. Conversely, if you do have any learning difficulties you are encouraged to discuss these with your course instructor or facilitator either prior to course commencement or during the course induction. Be assured that discussions with our staff will be treated as Confidential.

To complete this course you will need:

- To be able to read and write English
- Be able to operate a computer
- Have access to the internet
- Have access to an email account
- Have access to a printer

Please click on this link for details of student support services for Language, Literacy and Numeracy.

<http://www.australia.gov.au/topics/education-and-training/literacy-and-numeracy>

Assessment

Assessment is defined as the process of **collecting evidence and making judgements** on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgement as to whether competency has been achieved'.

In simple terms, Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. To be deemed '**COMPETENT**' you must satisfactorily complete all the requirements of your Unit of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Train to Gain has an assessment system that ensures that assessment (including recognition of prior learning):

- complies with the assessment requirements of the relevant training package or VET accredited course; and
- is conducted in accordance with the Principles of Assessment contained in the Australian Skills Quality Authority Standards for Registered Training Organisations.

Click here to view the Australian Skills Quality Authority Standards for Registered Training Organisations

<http://www.comlaw.gov.au/Details/F2014L01377>

Assessment methods used may include:

- Demonstration
- Observation
- Work samples
- Workbook activities
- Oral presentations
- Role plays or simulation
- Projects
- Third Party Checklist/Assessment Form

Third Party Evidence

To inform a judgement about whether a learner has achieved competency, evidence is often collected by the assessor. However, other people (such as workplace supervisors) can also report what they see or hear to the assessor. Evidence collected in this manner is called third-party evidence (it is also sometimes called 'supplementary evidence'). A person collecting third-party evidence is not conducting any assessment.

It remains the role of your RTO's assessor to make the judgement about whether competency has been achieved. Your RTO does not require a written agreement to collect third-party evidence.

You must have relevant work experience within the chosen field of your course. You will be required to enter a workplace supervisor's email address on the enrolment form and a comprehensive Third Party Form will be emailed directly to them so that they can complete it to confirm your practical experience – which is required for all our courses.

The process for this is:

1. Students complete a supervisors details in their application form who can verify the students practical requirements
2. An email is sent directly to the supervisor to be completed for the student
3. The student then proceeds to do the remainder of their course online – but will not be deemed competent until we receive the third party form back
4. This document is then returned to Train to Gain for approval
5. Once the practical assessment verification is deemed competent – the student can then print out their certificate online, as long as they have passed all the assessment requirements within our online course
6. We call 75% of our observers to ensure that the evidence from the third-party practical assessment is correct and up to date. This also gives us the opportunity as a training provider to gain direct

feedback from the observer. This verbal communication helps us gauge the industry and its trends and aids us in being a leader of hospitality training

If you do not have any relevant work experience, or a workplace supervisor that you can nominate – you must email contact@traintogain.com.au or call our office on 0428 515 356 prior to commencing our courses.

Principles of assessment

There are four key principles that are a part of the assessment process:

- **Validity** ○ The assessment is seen as actually assessing what is supposed to be assessed. ○ The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
 - The current performance of the competencies in the workplace is assessed. ○ The results of the assessments can be used as a pointer to the students' performance in the workplace.
- **Reliability** ○ Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from student to student and context to context.
- **Flexibility** ○ Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person. □ **Fairness**
 - Assessment is fair if it does not disadvantage particular student. For assessments to be fair student must clearly understand what is expected of them and what form the assessment will take.

Access and Equity

Train to Gain is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Special Considerations for Assessment

Train to Gain realises that students/clients may wish to seek special consideration with regards to assessment. Train to Gain encourages clients/students or perspective clients/students to contact the RTO if they have any queries regarding special considerations for assessment.

The purpose of Special Consideration is to give a student, whose work for a particular piece of assessment has been adversely affected by an extraordinary event beyond their control, a further opportunity to demonstrate their ability.

A special consideration is consideration given following a period of assessment for a learner who:

- was prepared for and present at an assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances that have arisen at or near to the time of assessment
- misses part of the assessment due to circumstances outside their control.

Where possible, Train to Gain will endeavour to offer the learner an opportunity to take the assessment at a later date.

A special consideration cannot give the learner an unfair advantage, nor must its use cause the user of a certificate to be misled regarding a learner's achievement. The learner's results must reflect real achievement in assessment and not potential ability.

Where applicable the learner should endeavour is to give as much notice as possible to the Training Manager regarding the need for special consideration in assessment.

Learners should contact Train to Gain via phone or email if they wish to request special consideration for assessment and they will be sent an application form for special consideration.

The request for special consideration in assessment will be processed and the learner notified of the decision of the Training Manager within 48 hours.

The following are examples of circumstances which might be eligible for special consideration (this list is not exhaustive):

- terminal illness of the learner
- terminal illness of a parent
- recent bereavement of a member of the immediate family
- serious and disruptive domestic crises leading to acute anxiety about the family
- incapacitating illness of the learner
- severe car accident
- recent traumatic experience such as death of a close friend or distant relative
- flare-up of severe congenital conditions such as epilepsy, diabetes, severe asthmatic attack
- recent domestic crisis
- recent physical assault trauma
- broken limb on the mend

If you have any concerns or issues beyond the scope of what Train to Gain can offer please contact us and we may be able to offer advice regarding the use of external agencies. There may be costs associated with this procedure.

Student guidance

We provide guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors.

Occupational Safety and Health

Train to Gain is committed to implementing, maintaining and continuously improving Occupational Safety and Health in all of its training locations. The management of Train to Gain recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained.

Breaches of discipline

All Train to Gain participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the participant being given a 'verbal warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. In this instance all fees paid will be non-refundable.

Unique Student Identifier (USI)

About the Unique Student Identifier (USI)

Every year, an estimated three million Australians build and sharpen their skills by undertaking nationally recognised training. From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept altogether.

The USI will:

Student Handbook

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements (transcripts will be available from January 2016)
- give students more control over their VET information.

Benefits of the USI initiative

The USI initiative will provide accurate, accessible training records to build data that will allow government to target the skills that industry needs to ensure the future prosperity of Australian businesses. It will become the building block for a range of VET reforms and will bring many advantages to students, training organisations and for the future of Australian industry.

For students and training organisations, the main benefits are:

Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.

It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For Australian industry and training organisations the USI information means:

- less time in waiting for job applicants to confirm their nationally recognised training qualifications
- sharing of training information will be made easier for training providers and for Australian businesses
- smarter regulation that is evidence-based to address poor quality training and more transparency in the VET sector
- greater efficiency in managing interactions with governments and regulators, simplifying government VET program eligibility and entitlement processing.
- streamlined assessment of course prerequisites, credit transfers and the assessment of eligibility for funding assistance

Because the USI means capturing of longitudinal data on course completions, it will help to inform the development of future VET sector policy initiatives. The USI data will provide accurate and comprehensive information about students' training achievements and movements within the VET system.

For governments, this means the USI will give a much clearer picture of how many students are in the VET system. It will show the length of time students undertake VET and the pathways students are taking through the system. The initiative will also assist governments with the management of their student entitlement programs.

Collecting and analysing information is essential to ensuring that the VET system can respond to students' preferences and to the skills needs of industry and the Australian economy. The USI initiative will provide an important foundation for understanding and improving VET performance and for better meeting students' needs.

To obtain a USI – please go to www.usi.gov.au.

Complaints & Appeals Policy

SCOPE

1. At Train to Gain the Compliance Manager is appointed as the Complaints Resolution Officer.

The objective is to ensure that Train to Gain staff and those acting on behalf of Train to Gain act in accordance with the Train to Gain Code of Practice. The process provides clients/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Clients have the right to submit a Complaint or Appeal verbally or in writing, if they feel that they have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs.

Train to Gain supports the rights of a client to lodge a grievance or complaint and will not impair that right in any way. Train to Gain will do everything possible to address and grievances or complaints in an unbiased and professional manner.

PURPOSE:

2. This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Train to Gain Process provides adequate opportunity for complaints and appeals to be forwarded to Train to Gain management in a timely, confidential and sensitive manner. Standards for Registered Training Organisations (RTO's) 2015, standard 6.3.
3. In the interests of best practice, Train to Gain adheres to the Standards for Registered Training Organisations (RTO's) 2015 in responding to Complaints about Vocational Education and Training Quality. The nationally agreed guideline documents the recommended approach to complaint handling and resolution for complaints that are lodged:
 - Regarding the quality of training and services provided by Registered Training Organisations (RTOs);
 - From all clients including students, employers, industry, and occupational licensing bodies; and
 - Relating to the actions and services of a State or Territory registering or course accrediting body
4. Complaints will be considered in a transparent, objective, and impartial manner. The Train to Gain Complaints and Appeals Policy and Procedure incorporates the principles of natural justice and procedural fairness. Those with particular needs, such as people whose first language is not English or those with a disability, will not be disadvantaged during the complaints process.

5. The confidentiality of clients and students who raise a complaint or appeal will be maintained and anonymity preserved where requested. Complainants will be informed where such anonymity may limit the extent to which a complaint can be investigated.

PROCEDURE

- If a client wishes to make a complaint they should verbally raise it with their Trainer/Assessor or other Train to Gain staff member. This will be regarded as an informal complaint.
- A written complaint submitted to Train to Gain shall constitute a formal complaint from the client/stakeholder.
- All complaints / appeals should be committed to in writing at the earliest possible opportunity.
- The Compliance Manager of Train to Gain will be informed through receipt of all client/stakeholder complaints/appeals.
- The Compliance Manager of Train to Gain may delegate responsibility for the resolution of the complaint/appeal as required.
- In the case of a complaint/appeal, the Compliance Manager of Train to Gain will initiate a transparent, participative process to deal with the issues at hand.
- Complaints or appeals are to be resolved within 10 working days of the initial application.
- In all cases the final conclusion will be endorsement by the RTO Director.
- The client/stakeholder will be advised in writing of the outcome of their complaint/appeal.
- If the outcome is not to the satisfactory of the client, he/she may seek an appointment with the RTO Director
- The RTO Director's decision will be final. The client has the option to seek outside assistance to pursue the complaint, grievance or appeal.
- All grievances, complaints and appeals will be handled as Staff-In-Confidence.
- The client has the option to seek outside assistance to pursue the complaint via various external bodies such as:
 - a. National Training Complaints Hotline 1800 000 674
 - b. Email: nationalcomplaintshotline@deewr.gov.au
- All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes. These meetings will be conducted on a quarterly basis.
- All complaints/appeals will be then referred to our Corrective Action Form. This will then be actioned by the Directors and the findings will be transferred to the Corrective Actions Register. These actions constitute an integral part of Train to Gains Continuous Improvement Policy.
- All Complaints and Appeals are to be held on file located in Train to Gain administration.
- Details concerning the scope of Train to Gain Complaints and Appeals Policy are to be regularly updated.

DEFINITIONS:

- Complaint: A complaint usually occurs when a client is unhappy with an aspect of the service or product they receive. It is a request for an issue or dissatisfaction experienced by the student/client to be addressed with an outcome □ Verbal complaints constitute an 'Informal' complaint.
- Written complaints constitute a 'Formal' complaint.
- Appeal: An appeal occurs if the client is unhappy with the actions and/or decision made regarding their initial complaint.

Refund Policy

SCOPE

1. This policy covers all fees payable for training services provided within Train to Gain's scope of registration. Standards for Registered Training Organisations (RTO's) 2015, standard 5.3.

PURPOSE:

2. To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow customers the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame and the reasoning for the refund request.

GENERAL RULES:

The following reflects Train to Gains refund process for students completing online training with Train to Gain.

3. The following reflects Train to Gains refund process for students completing online training with Train to Gain.
 - Refunds must be requested in writing to the Director of Train to Gain via contact@traintogain.com.au
 - Once payment has been made the Director shall determine the outcome of any refund requests
 - If student wishes to transfer to another course, then this request must be made in writing
 - Once a refund has been made, the student will be wiped from the register and their logon details deleted.
 - The Director of Train to Gain will process refund requests within 90 days from the day of receipt
 - If the online course does not work for the student - all efforts will be made by the Train to Gain staff to assist the student in completing their work.
 - If the online course does not work due to the students computer not supporting their requirements or the student not having the necessary experience as stipulated by Train to Gain – a refund will not be applicable
 - If a student changes their mind or sources an alternate course elsewhere – a refund will not be applicable

- If the online course does not work due to the students computer not supporting their requirements or the student not having the necessary experience as stipulated by Train to Gain – a refund will not be applicable
- If a student changes their mind or sources an alternate course elsewhere – a refund will not be applicable
- Once the course is commenced- a refund will not be applicable
- Once payment has been made there will be a \$25 administration fee to process any refund. (This is only applicable if the student does not commence the course.)
- The term 'commencement' in this policy refers to when enrolment is completed and the student begins the course.
- Under certain circumstances a course may be transferred to another party if all parties agree to the transfer- this request must be made in writing
- In the case of a fraudulent fee being paid by a student – Train to Gain will assist the person making the complaint in every way possible and will provide personal details about the person to the Police only. The student or person who claims the fraudulent payment needs to take the matter up with their financial institution. Train to Gain accepts no responsibility for fraudulent fees being paid and will not be liable for refunds to the complainant. The student who has made the payment under another person's credit card will have their enrolment suspended pending all Train to Gain investigations.

We abide by The Consumer Affairs policies and procedures.

Please view the following information about Train to Gain's rights and obligations regarding refunds below:

<http://www.consumer.vic.gov.au/shopping/refunds-and-returns/change-of-mind>

Privacy Policy

Train to Gain is bound by the National Privacy Principles, which are set out in the Privacy Act 1988.

Train to Gain collects Personal Information (excluding credit card details) when we provide our services to you. We will tell you why we are collecting it and how we plan to use it, or the facts will become obvious when we collect the information. The information collected will normally comprise:

- Name.
- Address.
- Telephone numbers (landline and mobile).
- Email address.

We may also collect Personal Information (excluding credit card details) from publicly available sources. As a general rule we will not collect sensitive information. However, if we do, it will usually be for the purposes of providing our services and, where the law requires, we will seek your consent to collect it.

We may use your information to provide our services to you, to fulfil administrative functions associated with these services, to enter into contracts with you and for marketing and client relationship purposes.

We use a variety of physical and electronic security measures, including restricting physical access to our offices and secure databases to keep Personal Information (excluding credit card details) secure from misuse, loss or unauthorised access and disclosure.

You have a right to access your records, but an acceptable form of identification will be required before access is provided. Please contact the Director for access to your records or if you have a concern about the security of your personal information. By applying in writing will gain information within 10 working days of receipt of the written request.

Website Privacy Policy

Train to Gain views the protection of your privacy as a vital part of its commitment towards complete accountability and integrity in all its activities and programs

Personal Information

Train to Gain will collect personal information supplied by you whilst completing this program for the following purposes only:

- For lodgement of your certificate number with the appropriate training body
- So we can contact you for course feedback,
- So we can send you your statement of attainment, or certificate and • For Train to Gain internal marketing information purposes

Disclosure of Personal Information

Train to Gain will take all necessary measures to prevent unauthorised access to or disclosure of your personal information. This personal information will be disclosed as required to the State Government authorised body. This information will not be disclosed to any other external agencies unless required or authorised by law.

Data Security

We maintain reasonable physical, electronic, and procedural safeguards to protect Personal Information about you from loss, misuse and unauthorized access, disclosure, alteration and destruction. As part of those precautions, we seek to protect Personal Information about you through technologies designed to safeguard the data during its transmission. We restrict access to Personal Information about you to those employees we determine need to know that information for us and our licensees to provide services to you. We also have adopted a policy under which employee misuse of Personal Information about you is treated as a serious offense for which disciplinary action may be taken. You should, however, be aware that there is no method of transmitting or storing data that is completely secure. Although their physical characteristics are different, postal mail, telephone calls, faxes and transmissions over the Internet all present possibilities of loss, misrouting, interception and misuse of the data being transmitted.

When we decide what data to seek from or communicate to you, or how to seek or communicate it, we try to strike a reasonable balance between the security of your data and your convenience. We do this because we believe our customers attach value to both. As a result, we sometimes use a method of communication that is less secure than some of its less convenient alternatives. An important example of this occurs in the case of e-mail. When we send e-mail to you, we send it in an unencrypted form. We do this because we believe that many of our customers do not currently have the capability to receive encrypted e-mail. As a consequence, though, if our unencrypted e-mail intended for you were misrouted or intercepted, it could be read more easily than encrypted e-mail. Because e-mail to and from us is not encrypted, please do not include any information you regard as confidential, in any e-mail you send us.

If you have reason to believe that any account with us is no longer secure, you must immediately notify us of the problem.

Correction of Personal Information

If you wish to alter any personal information you have supplied to Train to Gain please direct enquiries via e-mail to info@traintogain.com.au

Administration/Record Keeping

Should you require a reprint of your NSW Food Authority certificate, there is a \$35 replacement fee for this. This fee covers administration time and postage of your certificate. We will not email these certificates. The fee is also applicable if we send your original certificate and Australia Post confirm that your certificate was delivered, yet you claim to have not received it. Please ensure you provide a secure mailing address. Any certificates that are returned to us by Australia Post as they could not deliver to the address you provided, will be charged a re-post fee of \$15.

Train to Gain has a record keeping system that ensures that student assessment records are collated and kept for a minimum of six months after the completion of a students course.

This is conducted in accordance with the Principles of Assessment (primarily concerned with the retention, archiving, retrieval and transfer of records) contained in the Australian Skills Quality Authority Standards for Registered Training Organisations.

Click here to view the Australian Skills Quality Authority Standards for Registered Training Organisations <http://www.comlaw.gov.au/Details/F2014L01377>

If you wish to gain access to any of your records please contact us by phone or email and we will assist you in your enquiries.

If you have any further questions regarding your enrolment or record history please contact us by phone or email and we will assist you further in your enquiries. Please email info@traintogain.com.au or call 0431 107 174 during business hours.

Fraudulent Activity Policy

Any student who is found to have deliberately provided false information during the enrolment process or at any other time will have their training course suspended pending investigation from the Train to Gain compliance department.

In this instance all fees paid will be non-refundable.

If you have any further questions regarding your enrolment or record history please contact us by phone or email and we will assist you further in your enquiries.

Please email contact@traintogain.com.au or call 0428 515 356 during business hours.