



Participant Handbook

Vocational Education and Training

Centre for Training Pty. Ltd.

Registered Training Organisation 91230

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Introduction

Welcome to Centre for Training, the Australian Quality Skills Authority (**ASQA**) Registered Training Organisation (RTO) #91230.

Centre for Training has been continually approved to deliver Nationally Recognised Training since 2006 and NSW Government-specific pre-employment training since its inception.

Our Staff and trainers have a long history in the Hospitality and Food Services industry and are committed to providing quality training and assessment services.

The Centre for Training offers the following units of competency as short courses, either in face-to-face classes or online training.

Unit Code	Unit Title
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITHFAB021	Provide responsible service of alcohol
SITHGAM022	Provide responsible gambling services

For current and updated registration information of Centre for Training's please click on the following link to the Australian Government's website [Training.gov.au](http://training.gov.au) website

Our Trainers and Assessors are highly qualified and have extensive experience in both industry and training. We are here to support our participants through our training programs, ensuring they have an easy, informative, and enjoyable learning experience.

The NVR Standards

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered by a Registered Training Organisation (**RTO**).

To be an RTO, we need to meet the requirements of the NVR Standards. This is assessed in New South Wales by the Australian Skills Quality Authority (**ASQA**).

RTOs are audited to ensure compliance with the Standards for Registered Training Organisations (RTOs) 2025 (the **Standards**).

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high-quality vocational education and training system.

Legislative Requirements

As an RTO, we are subject to various legislation related to training and assessment, as well as general business practices.

Legislation governs our obligations as an RTO, our obligations to you as participants, and relates to the industry in which we conduct training.

This legislation is continually updated, and both the Training Manager and CEO are responsible for ensuring that all staff are informed of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>

The legislation that particularly affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

Australian Human Rights Commission Act 1986

Disability Discrimination Act 1992

Disability Standards for Education 2005

National Vocational Education and Training Regulator Act 2011

Privacy Act 1988 and National Privacy Principles (2001)

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Student Identifiers Act 2014

Workplace Health and Safety Act 2011

Workplace Health and Safety Regulations 2011

Standards for Registered Training Organisations (RTO) 2025

State-Based Legislation

- Apprenticeship and Traineeship Act 2001 (NSW)
- Anti-discrimination Act 1977 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Child Protection (Working with Children) Act 2012 (NSW)
- Workers Compensation Act 1987 (NSW)
- Workplace Injury Management and Workers Compensation Act 198

Occupational Health and Safety Policy

The National Workplace Health and Safety Act 2011 outlines Centre for Training's duty of care to provide a safe and healthy working environment for all employees, as well as the employee's duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training, including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment,

- Implement procedures and practices in a variety of situations in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Always ensure Participant safety,
- Ensure procedures for operator safety are always followed,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace through a process of training, communication, mentoring, and by example. We will also ensure that all our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - refers to all employees and contractor trainers of Centre for Training Pty Ltd.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo, and slurs, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating the least favourable jobs, or singling out for unfair treatment.

'Sexual Harassment' is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources, or exclusion from work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

Centre for Training Pty Ltd takes the privacy of our participants very seriously and complies with all relevant legislative requirements.

These include the Privacy Act 1988 and the current Australian Privacy Principles, which are outlined in the clauses of Schedule 1 of the Privacy Act 1988.

Your enrolment form allows participants to give permission for us to discuss their progress in our training with their employer or job services case manager.

In some cases, we may be required by law or the Standards to disclose a participant's personal information to others. In all other cases, we ensure that we will seek the written permission of the participant.

Centre for Training is required to supply personal information to State and Commonwealth Government Departments and authorities for the purpose of licencing and regulating individuals and businesses operating within their authority. This includes the NSW Food Authority, NSW Liquor and Gaming, for the purpose of issuing certificates via these secure government portals.

The Australian Privacy Principles are:

- Australian Privacy Principle 1—open and transparent management of personal information
- Australian Privacy Principle 2—anonymity and pseudonymity
- Australian Privacy Principle 3—collection of solicited personal information
- Australian Privacy Principle 4—dealing with unsolicited personal information
- Australian Privacy Principle 5—notification of the collection of personal information
- Australian Privacy Principle 6—use or disclosure of personal information
- Australian Privacy Principle 7—direct marketing
- Australian Privacy Principle 8—cross-border disclosure of personal information
- Australian Privacy Principle 9—adoption, use or disclosure of government related identifiers
- Australian Privacy Principle 10—quality of personal information
- Australian Privacy Principle 11—security of personal information
- Australian Privacy Principle 12—access to personal information
- Australian Privacy Principle 13—correction of personal information

Centre for Training ensures compliance with the Australian Privacy Principles by adhering to the following practices:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
3. Data quality - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification, or disclosure.
5. Openness - We will document how we manage personal information and, when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use, and disclose the information.
6. Access and correction - The individual will be given access to the information held, except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (e.g. USI number, Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves or by using a pseudonym where required and appropriate.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, or information about the individual's racial or ethnic background, or criminal record.

The National Centre for Vocational Education Research (**NCVER**) is the national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian vocational education and training (**VET**) sector.

The NCVER Privacy Policy is available here: [NCVER Privacy Policy](#)

National Vocational Education and Training Regulator Act 2011

This Act empowers ASQA to administer the operations and compliance of RTOs in most states of Australia, and any RTOs that operate in more than one state in Australia. [Click here for link](#)

This includes the right of ASQA to audit Centre for Training, apply penalties for noncompliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO.

We are answerable to ASQA for our operations.

[Standards for Registered Training Organisations \(RTO's\) 2025](#)

Working with Children

There are occasions when people under the age of 18 will attend our training programs.

We will comply with all Federal and State working with Children legislation, such as the Children and Young Persons (Care and Protection) Act 1998 (the **Care Act**), which establishes the primary legislative framework for child protection in NSW and the Child Protection (Working with Children) Act 2012.

Trainers and Assessors are required to apply for their own Working with Children check and send the details to the CEO for verification.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/nch/resources/police/policechecks.html>

USI - Unique Student Identifier

Anyone undertaking nationally recognised training will need a Unique Student Identifier (**USI**) before their qualification can be issued.

For more information about the USI and to create yours now, go to www.usi.gov.au and have your USI emailed directly to you.

By enrolling you give permission for Centre for Training staff to access your USI to check your USI directly from the USI website. If you need assistance with your USI, call the USI Government Department on 1300 857 536.

See further information about USI under 'Enrolment'.

Interstate RSA Holders

Prospective students with a prior interstate RSA certification must disclose this prior to enrolment.

You may be eligible to complete the NSW RSA Bridging course offered by Liquor & Gaming NSW. Call 1300 024 720 or visit [Home - Liquor & Gaming NSW](#) for further information.

Centre for Training does not have the ability to check your eligibility for the NSW RSA Bridging course.

Fees and Refund Policies

Refunds for Classes:

Centre for Training does not accept any responsibility for changes in a student's personal circumstances. Students should choose carefully prior to enrolment, as refunds and transfers will not usually be given.

Requests for transfers received 24 hours prior to the course date can be offered a transfer to an alternative date for a \$25 fee on top of the original course fee

Total refunds

A total refund will be made in the following circumstances:

- Centre for Training is unable to provide or ceases to provide the course for which the student has applied or is enrolled.
- Where the course is full.
- If the Centre for Training refuses the Student's application for enrolment in a training course.

Partial refunds

A partial refund will only be granted if the student submits a written request for a refund of course fees at least 5 working days prior to the course commencement. A refund will then be issued within 10 working days for the total amount paid to Centre for Training, less an administrative charge as follows:

If the Student withdraws more than 5 days before the course commences, the Centre for Training will refund the fee paid, less \$25.00 administrative fee.

If the Student withdraws within 5 days prior to the course commencing, the Centre for Training will refund the fee paid, less a \$50.00 administrative fee.

NOTE: Total or partial refunds may also be given in exceptional circumstances that prevent a student from taking a place after accepting an offer, as follows:

- illness or disability. Documentary evidence must be provided, for example, a medical certificate from a doctor.

No refunds

- Classroom training: A student who withdraws from a course, for whatever reason, on the day of the course will not be eligible for a refund.
- Online training: If the Student withdraws after commencing the online training, no refund will be given.

Refund process

Any student who wishes to obtain a refund on the above or on any other grounds should make an application in writing and forward it by email to accounts@centrefortraining.com.au

Fees for replacement certificates:

Nationally recognised Statement of Attainment	\$25.00 each
NSW Food Authority Food Safety Supervisor Certificate	\$35.00 each

Replacement NSW RSA & RCG Competency cards are issued by Liquor & Gaming NSW. To arrange a replacement NSW RSA or RCG Competency card, contact Liquor & Gaming NSW. Centre for Training provides the training but does not provide the competency cards.

You can download a replacement competency card form from our website or the Liquor & Gaming NSW website [Home - Liquor & Gaming NSW](#)

[Click here to access more information about competency cards](#)

Online Training Terms and Conditions of Enrolment:

Centre for Training agrees to refund, within 10 days, fees paid with a \$50 deduction for administration fees upon the following conditions:

- a student enrolling in, and not commencing training, then determining it is not the correct course for their needs. For instance, they accidentally enrolled on the incorrect course. Please note, there is a clear description on the Centre for Training website detailing what the training is for.

Centre for Training agrees to refund, within 10 days, with no deduction, fees where the student has been unable to access the online learning material due to a Centre for Training system failure of the online learning Portal. That is, the learning material is not accessible to all students due to a technical failure of the learning platform.

Privacy Notice:

Under the *Data Provision Requirements 2021*, Centre for Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (**NCVER**).

Your personal information (including the personal information contained on the enrolment form or online portal and your training activity data) may be used or disclosed by Centre for Training for statistical, regulatory and research purposes. Centre for Training may disclose your personal information for these purposes to third parties:

- School - if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer - if you are enrolled in training paid by your employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification and populating Authenticated VET Transcripts.
- facilitating statistics and research relating to education, including surveys.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Visa Holders:

Any course participant on any type of visa must check if their visa status enables them to enrol before deciding to enrol.

Class sizes for training:

- RSA & RCG maximum of 30 participants
- Food Safety maximum of 30 participants

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participants' privacy.

Individual hardcopy participant records will be stored in a lockable secure storage area for 6 months. Our electronic records are stored for 30 years on our Student Management System and are protected by password access. We further protect our records by maintaining up-to-date virus, firewall and spyware protection software.

The CEO is responsible for conducting a continuous backup of our computer systems to an off-site provider.

If we cease to operate as an RTO, we will transfer all records to ASQA in an appropriate format and with the necessary detail as specified by ASQA at the time of ceasing RTO operations.

All other records, including training records, taxation records, business and commercial records, will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our participant record software program.

We will ensure that any confidential information acquired by us, or individuals or committees or organisations acting on our behalf, is safeguarded.

Access to individual Participant training records will be limited to those required by the Standards, such as:

- trainers and assessors to access and update the records of the participants with whom they are working,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law, such as:

- People are permitted by law to access these records (e.g. subpoenas/search warrants / social service benefits / Evidence Act).

Or

- participants authorising releases of specific information to third parties in writing,
- The participant's themselves, after making application in writing. For example, participants seeking a replacement Qualification or Statement of Attainment.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Centre for Training.

These qualifications will be recognised and, where appropriate, could be used to reduce any training program being offered by us.

Participants will be required to produce a certified copy or the original certificate to the Training Manager or, in some cases, the trainer. A note of the qualification will be recorded in our Student Management System.

Participants can also provide permission to Centre for Training to access their Academic Transcript via the USI Portal.

Access and Equity

We are committed to ensuring that we offer training opportunities to all individuals on an equal and fair basis, including women who are underrepresented, people with disabilities, individuals from non-English speaking backgrounds, Indigenous Australians, and learners from rural and remote areas.

All participants have equal access to our training programs, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or caregiver responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Any issues or questions regarding access and equity can be directed to Centre for Training staff.

Participants who feel that they have been discriminated against can lodge a formal complaint. Any staff member can initiate this process or can be referred to the CEO.

Client Selection

Whilst there are no prerequisites for enrolling in our online or face-to-face training courses, there are some requirements regarding language, literacy, and numeracy.

So that you can successfully complete the course, you should be able to do everyday tasks, such as

- Read and respond to instructions in the workplace
- Read and respond to emails and in online chat rooms
- Read and calculate basic recipes, etc

If you have any questions, please do not hesitate to discuss the course with our administration staff, your trainer or the Training Manager.

Enrolment

To enrol online, visit our website at www.centrefortraining.com.au and select your preferred class location and date. Then, proceed to confirm your order and enrol online using a Visa or Mastercard credit or debit card, and enter your personal details.

if you would prefer to enrol via phone, please call us on 02 9499 3737 or email info@centrefortraining.com.au with your details and the training you wish to complete.

Please note: a \$10 fee applies for invoiced and phone enrolments.

USI requirement:

- All Vocational Education and Training (**VET**) and Higher Education students must have a Unique Student Identifier (**USI**) if they are studying in Australia, or with an Australian provider.

Are USIs mandatory?

- Under Commonwealth legislation, * RTOs are required to collect and report USIs as a requirement and a condition of our registration. This applies to new students, pre-enrolled students, continuing students, and school students completing nationally recognised training. Students may apply for an exemption from obtaining a USI; however, they must understand the consequences of not having a USI. <https://www.usi.gov.au/exemptions>
- Prospective students can enrol into our training without a USI. It is not a mandatory field in our enrolment system. There are many reasons for this. The prospective student may already have a USI and be unable to locate it, be planning to obtain a USI before training, or be waiting for a new or replacement ID, among other scenarios.
- If we train a student without a USI, it is made clear to them in writing that we cannot issue their nationally recognised statement of attainment (and therefore their NSW Interim RSA or RCG Certificate or NSW FSS Certificate) until they provide their USI or an exemption in writing.

USI Exemption

- Students may apply for an exemption from having a USI; however, they must understand the consequences if they do not have a USI.
- Anyone exempt from USI must have a letter or email that they can provide as proof of the exemption. The written exemption must be verified and will be issued by the 'USI Policy Data Compliance Team'.

*Under section 53 of the Student Identifiers Act 2014, a registered training organisation must not issue a VET qualification or statement of attainment to an individual without a USI or exemption from the Registrar.

As of 1 January 2025, students are required to apply for and provide a USI (Unique Student Identifier) to an RTO. This information can be provided at the time of enrolment or later, but we cannot issue qualifications until we have verified your USI on the government's USI RTO portal.

A USI can be created by visiting the government USI website www.usi.gov.au and following the instructions. This applies throughout Australia for all nationally recognised training.

The USI Initiative is underpinned by the:

- [Student Identifiers Act 2014](#)
 - [Standards for Registered Training Organisations \(RTO\) 2025](#)
 - [Student Identifiers Regulation 2014](#)
-

Language, Literacy and Numeracy Assistance

Our course standard material includes written documentation and numerical calculations, as appropriate, for the Foundation Skills units being delivered.

Participants will need to have sound English language, Literacy and Numeracy skills to complete the course and assessments. If you are unsure about whether you have the LLN skills to complete one of our courses, you can take a pre-training assessment here before enrolling in the course.

This assessment will help you determine if you can successfully complete the course or if you may need additional assistance.

If a participant's language, literacy, or numeracy needs exceed our skills, we will refer a participant to an external support provider such as their local TAFE or Community College.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programs.

If you are experiencing any difficulties with your training, we recommend that you alert your trainer or contact our office to speak to another member of Centre for Training's staff.

We will make every effort to support you in your studies; this may be through additional coaching or mentoring, or any other identified means.

If you are experiencing any personal difficulties, please contact the Centre for Training's staff directly, and they will assist you to the fullest extent of their capacity.

If your needs exceed the Centre for Training's support capacity, we will refer you to an appropriate external agency.

You can also seek support by contacting the following organisations:

Interpreting Services: <https://www.service.nsw.gov.au/transaction/book-interpreter>

Lifeline: 131114

Literacy and Numeracy Support:

Reading & Writing Hotline 1300 655 506 www.readingwritinghotline.edu.au

National [Australian Council for Adult Literacy](http://www.acal.edu.au) Email: info@acal.edu.au

New South Wales: [NSW Adult Literacy and Numeracy Council](http://www.nswadultliteracyandnumeracycouncil.org.au) Phone 1300 655 506

Flexible Delivery and Assessment Procedures

Centre for Training recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment", participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Students must agree to the following conditions prior to enrolment for online training

- they will undertake each of the assessments entirely on their own,
- the assessment will be all their own work,
- no other person will undertake any part of the assessment or help them with any part of the online learning assessment

Centre for Training will make any necessary adjustments to meet the needs of a diverse range of participants. The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants, or they may include having someone record the participant's spoken responses to assessment questions.

Centre for Training undertakes to assist participants in achieving the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Centre for Training's Training Manager.

Client Complaints and Appeals

Centre for Training treats complaints and appeals very seriously, and we will deal with them in an effective and timely manner, typically resolving all complaints within three days.

Centre for Training will act upon any substantiated complaint or appeal. These will be recorded into our RTO management system and will lead, where appropriate, to continuous improvement activities.

The data entry responsibility lies with the CEO.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance, if a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer to resolve the issue promptly.

If the issue is with the trainer and the participant prefers not to approach them, the Training Manager will be available to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form. These forms are available from the Training Manager or the Administration Manager.

This formal complaint or appeal will be acknowledged in writing and finalised as soon as possible. The formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This responsibility falls to the Training Manager or CEO.

Should the nature of the complaint involve criminal matters or where the welfare of participants is in danger, Centre for Training will, with the participant's permission, seek assistance from other authorities, such as the Police, a Legal Representative, or other parties as appropriate. Participant confidentiality will always be maintained, as required by NSW Law.

The engagement of external assistance will be the responsibility of the CEO or Training Manager.

Upon Centre for Training's receipt of the formal complaint or appeal, the Training Manager or CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the Training Manager.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

If the CEO or Training Manager consider that more than 60 calendar days are required to process and finalise a complaint or appeal, the complainant or appellant will be informed in writing of the reasons why more time is required and regularly updated on the progress of the matter.

If this is unable to resolve the issue, it can be escalated to a mutually agreed-upon independent person or panel. The suitable independent person or panel will need to be agreed upon by both the participant and Centre for Training. This could include another external Trainer and Assessor, or it could include independent commercial mediators. The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If a student's complaint remains unresolved following exhaustion of the above complaints and appeals process, the student may submit a complaint to ASQA with evidence that Centre for Training's complaints and appeals process has been exhausted. ASQA provides information on its complaints handling process at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Please note that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair-Trading Ph. 133 220.

All complaints or appeals will be reviewed and considered so that, where appropriate, corrective action can be taken to eliminate or mitigate the likelihood of recurrence. This is discussed at management meetings and conveyed to all staff where appropriate.

Discipline

Centre for Training attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course.

Centre for Training has a zero-tolerance policy towards illegal drugs; any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises. Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance. Please discuss this with your trainer before the course commences.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect our staff to maintain a professional and ethical working relationship with all other staff, management, and participants. Any breach of our disciplinary standards will be discussed with the trainer and Training Manager, and the appropriate action will be taken. If a participant wishes to express a complaint regarding the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Recognition of Prior Learning Policy (RPL)

Centre for Training recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Centre for Training should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can apply for Recognition of Prior Learning at any time during the training program.

To apply for RPL, please contact Centre for Training Staff or the Training Manager.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs within our scope of registration, except when it is not accepted for government licensing requirements, such as RSA, RCG, or Food Safety issued by a non-state-approved RTO.

Credit Transfer refers to the credit awarded to participants towards a qualification, based on the outcomes achieved through participation in courses or nationally recognised training package qualifications with another Registered Training Provider.

Note that providing credit for previous studies is not recognition of prior learning. RPL is an assessment-only pathway for determining a person's competence, while providing credit recognises

the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

Centre for Training only delivers single units of competency and not full qualifications. Currently, the only instance for credit transfer is where we recognise superseded units of competency for the purpose of recertifying for NSW Food Safety Supervisor Certificate.

Our full Credit Transfer Policy is available upon request.

Assessment Standards

All assessments conducted by us will comply with the assessment guidelines defined in the relevant nationally endorsed training package.

In the case of our qualifications, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE qualifications or equivalent qualifications.

All assessments within our RTO will result in the issuance of a statement of attainment or a qualification under the AQF, where a person is assessed as competent against the national endorsed units of competency in the applicable training package.

All of our assessments will be compliant with the assessment requirements of the relevant training package or VET-accredited course and conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Principles of Assessment

Fair

- Assessment procedures will be fair, so as not to disadvantage any learners.
- The individual learner's needs are considered in the assessment process.
- Assessment procedures will be equitable, culturally, and linguistically appropriate and involve procedures in which criteria for judging performance are made clear.
- Where appropriate, reasonable adjustments are applied to consider the individual learner's needs.
- The learner is informed about the assessment process and provided with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexible

- Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.
- Assessment procedures will reflect the learner's needs.
- Assessment procedures will draw from a range of assessment methods and use those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Valid

- Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- Assessment of knowledge and skills to be integrated with their practical application.
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.

Reliable

- Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context.
- Evidence presented for assessment is consistently interpreted, and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of evidence

Valid

- The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

- The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency.

Authentic

- The assessor is assured that the evidence presented for assessment is the learner's own work.

Current

- The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions

Assessment Criteria

All our assessments will provide applicants with information about the context and purpose of the assessment, as well as the assessment process.

This will include information regarding assessment methods, as well as alternative methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course regarding the assessment processes, the number of assessments, the types of assessments, and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including: • Task skills (doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong) • Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to determine whether you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available; please contact the Training Manager to discuss.

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