



## **DOMESTIC STUDENT HANDBOOK**

This document has been prepared to assist you in making a fully informed decision to enrol in Nationally Recognised Training with Contempo Education Pty Ltd trading as Contempo College

## ABOUT US

Contempo College has been established since 2020 to deliver nationally recognised training to domestic and international students in the areas of hospitality and management with a focus on school leavers, those employed or seeking to be employed in a mid to high level positions within the hospitality or business sectors or work in the sector in their chosen vocation.

## OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required; and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

## COURSE INFORMATION

We offer Nationally Recognised Training in:

### SIT50416 Diploma of Hospitality Management

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

## AMOUNT OF TRAINING

Contempo College is required to meet the requirements of the Volume of Learning for all students, as described in the Australian Qualifications Framework (AQF) for each unit of competency on scope.

### SIT50416 Diploma of Hospitality Management

This qualification is delivered to the local and international students over 104 weeks of study (80 weeks of structured learning and 24 weeks of term breaks) comprising of 1600 hours consisting of structured learning, 400 hours of unstructured learning. This qualification also includes, 160 hours of skills demonstration and practice in a real and simulated environment and 45 hours of unstructured learning as part of work based training.

## ENTRY REQUIREMENTS

When you have determined the right training for you, as part of the enrolment process, we will be required to undertake an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

This will include a short interview as to your knowledge and experience of the industry you are training to gain employment in as well as a Language Literacy and Numeracy test. All of these are designed to assist us in understanding any additional assistance you may need prior to commencing your training.

**Note:** Prior learning is not required to undertake our training, however, for all training we offer, industry requires a good understanding of written and spoken English.

## ENROLMENT REQUIREMENTS

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

If you are seeking to enrol you must be either:

1. Australian citizen;
2. Permanent resident;
3. Humanitarian visa holder;
4. New Zealand citizen; or
5. Hold a Visitor, Work or Business Visa which has study provisions (can only study for the period allowed on your Visa).

Additionally, each person must undertake:

1. A Language, Literacy and Numeracy assessment shall be conducted under supervision by a trainer assessor.
2. An initial skills assessment.

## LICENCING REQUIREMENTS

### Qualifications

There are no specific licensing /regulatory requirements relating to our qualifications.

### Units of Competency

Specific licensing /regulatory requirements relating to the units of competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

## VENUE

You undertake the training at our location Level 2, 379 Hay Street, Perth WA 6000 Australia.

Our training venue meets the requirements of registration and provides you with the following:

1. Training room;
2. Library;
3. Break out room;
4. Offices for confidential meetings with your trainer or the director;
5. Simulated work environment for practical training and assessment where not able to be done in an actual workplace;
6. Refreshment facilities; and
7. Student lounge.

Our venue is centrally located to public transport, cafés and restaurants, shopping precincts and off street parking.

## ACCESSIBLE AREAS AND ACCESS TO TRAINERS

1. Trainers are accessible at all times during classroom sessions;
2. Director and Administration personnel are only accessible during scheduled classroom breaks or before/after class;
3. Trainers are not accessible during lunchbreaks;
4. No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment;
5. Students have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance at workshops.

## ASSESSMENT

## PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each student undertakes the particular unit of study.

The competency standards as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

## ASSESSMENT STANDARDS

All assessments conducted by us will:

1. 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 TAE40116 Certificate IV in Training and Assessment or its successor.
2. All of our assessments within our RTO will lead to the issuing of a certificate or statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
  - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
  - Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
    - Be equitable, culturally and linguistically appropriate,
    - Involve procedures in which criteria for judging performance are made clear to all participants,
    - Employ a participatory approach,
    - Provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
  - Flexible - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment.

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 TASK CRITERIA

All our assessment tasks will enable applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the way RTO determine Competent (C) or Not Yet Competent (NYC).

## 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 (actually 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)
- Ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.
- Have staff available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.
- Ensure all assessment tasks consider any language and literacy issues, cultural issues or any other individual needs related to the assessment (where relevant).
- Have a fair re-assessment process.
- Have an appeals process if you are unhappy with your academic result and have exhausted your re-sit options. See further details in the appeal process section.

## ASSESSMENT TOOLS

Our assessment tools are:

1. Written assessment – requires the learner to answer a series of written questions used to capture evidence of a student acquiring the knowledge required to be successful in the work outcomes of the unit of competency.
2. Practical assessment – requires the student to be observed completing a task or series of tasks to demonstrate they have acquired the required skills to be successful in the work outcomes of the unit of competency.

Oral questioning may be used to:

1. Enhance or clarify answers provided in the written assessment; and
2. Actions undertaken or omitted during the practical demonstration.

## RE-ASSESSMENT OPPORTUNITES

Students not successful at the first attempt of an assessment task will be afforded:

1. No charge opportunity to re-attempt the assessment task on a further 2 occasions; and
2. If still deemed unsuccessful after the 3<sup>rd</sup> attempt, students will be counselled to repeat the entire unit and will be charged prorate of total course fees.

At completion of the 2nd re-attempts if the student is still not successful, they are to be deemed Not Yet Competent (NYC) and advised of their appeal rights.

## RE-ASSESSMENT APPEALS

Students not satisfied with their academic mark, may appeal the result.

This must be in writing to the Director, who will investigate and review the result.

Students will have the opportunity to be re-assessed on an individual basis by mutual agreement.

This may be arranged prior to course completion to allow for students to graduate with other class participants.

**Note:** Should you not complete the assessment task on the alternate date, you may be charged an alternate assessment fee.

## CHANGE TO COURSE

Where available, any approved changes to downgrade a course after commencement of the course, a \$500.00 administration fee will apply.

No charge will apply should a Student wish to upgrade to a higher course.

**Note:** The enrolment fee is not refundable

## **ATTENDANCE**

Attendance records will be systematically maintained for students on the course.

Non-attendance due to illness must be evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

### **ATTENDANCE REQUIREMENTS**

An amount of training (also referred to as Volume of Learning) is required to be completed prior to undertaking the assessment for each qualification and Unit of Competency. To achieve the amount of training students must:

1. Undertake at least 80% of the structured hours allocated to each qualification;
2. Satisfactorily complete 100% of the assessment tasks.

**Note:** We allow non-attendance for 20% of the structured training hours to cover occasional absences and illnesses, including illness supported by a medical certificate.

As soon as practicable, after we become aware a student is no longer able to achieve 80% attendance for the term, or course, the student will be notified that they are in breach of the amount of training and it is likely they will not successfully complete the training.

Assistance including catch-up sessions and additional days will be offered to students who have fallen behind in their attendance. Please note there may be an additional fee for catch-up sessions outside of the scheduled timetable.

## **ABSENCE**

### **Qualification**

If absent from a day on the course, you are to provide a written reason in the box for the day they were absent.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner. You may not produce a sickness certificate from a chemist.

You are not allowed to be absent from a designated training day for paid employment.

### **Units of Competency**

Students who fail to attend or leave early will be required to arrange to attend on another date to undertake or complete the training.

## **FAILURE TO ATTEND**

### **Qualification**

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid.

### **Units of Competency**

Refer to absence.

## **LATENESS TO CLASS**

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all Students will be in the room on time after breaks throughout the day.

## **ATTENDANCE RECORDS**

Records will systematically be maintained for students on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

## **BEHAVIOUR AND DRESS**

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to but not limited to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

1. Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
2. Inappropriate language means: no swearing or abusive language;
3. Mobile phones: no mobile phone use during class times or recording of content;
4. Eating: no eating in the classroom;
5. Playing games on mobile devices during class times;
6. Lateness returning to class from breaks is unacceptable;
7. Disrespectful behaviour to all other Students, trainers and other individuals;
8. Misuse of our computer system;
9. Littering;
10. Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
11. Jumping, standing on or putting shoes on furniture is not permitted.

## **SMOKING, DRUGS AND ALCOHOL**

Smoking: Is prohibited in all buildings and covered areas and students are expected to use the designated smoking areas.

Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free at all times during the course or their enrolment may be cancelled and the relevant authorities notified.

## **CHANGES TO OUR BUSINESS**

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or permanent training venue, and
5. Contact details of the organisation.

If any major changes occur, all students will be notified as soon as possible which will include information about how these changes will affect their studies.

## **COMPANY PROPERTY**

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

## **GRIEVANCES, COMPLAINTS AND APPEALS PROCESS**

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes.

You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals procedure is available:

1. In your pre-enrolment package; or
2. By phoning or emailing our office.

## **COURSE EXTENSION**

We are not obligated to extend the period of your enrolment if you have not completed your course on time, however every effort will be made to assist you to complete your training.

## **EARLY WITHDRAWAL**

Students who leave the course prior to completion will receive a statement of attainment for all units completed.

## **EMERGENCY PROCEDURES**

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by company members.

## **EMERGENCY SERVICES**

The national telephone number for emergency Police, Ambulance or Fire Services is **000** (dial triple zero). From a mobile phone you may need to use the international standard emergency number of **112** (one, one, two).

## **CRITICAL INCIDENTS COLLEGE CONTACT**

Contempo College has a critical incident policy accessible to all students from the website.

Once the relevant authorities have been notified, the point of contact for Contempo College is the CEO, **Santy Ramasamy; Phone Number: 0422011025.**

## **Steps to take**

1. Contact the relevant authority, police, ambulance or fire station,
2. The triple zero operator will talk you through the information they require,
3. Contact Contempo College personnel either at the college or the CEO (if relevant) after hours,



4. Contempo College personnel will assist you in either managing the situation or supporting you managing the situation,
5. Contempo College personnel will assist you in filling in the required internal and external paperwork (where relevant),
6. Contempo College personnel will act as the contact for you throughout the process,
7. Contempo College personnel will disseminate the information to relevant persons such as parents and family members,
8. Contempo College personnel will follow up until the situation is resolved and keep the relevant people informed (where possible).

## **EMPLOYMENT OPPORTUNITIES**

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

## **FEEDBACK AND COMMUNICATION**

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

## **FEE PAYMENT**

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Student's right to obtain a refund for services not provided by us in the event the:
  - arrangement is terminated early; or
  - we fail to provide the Services.

## **COURSE FEE**

- SIT50416 Diploma of Hospitality Management: \$20000 (2-year course)

## **PAYMENT OPTIONS**

Domestic students' payment will not exceed more than \$1500 in advance at any time. A payment schedule will be customised when the Enrolment Letter is generated.

After your initial skills assessment and successful completion of the knowledge test has been completed, your application for enrolment is accepted, we will advise you of the course fee to be paid.

## **ENROLMENT FEE**

A Non- Refundable Enrolment fee of \$250 is applicable to any of our courses.

## RESOURCE FEE

A Resource Fee of \$300 is applicable to any of our courses.

## CHANGE TO COURSE

Any approved changes to downgrade a course after commencement of the course, a \$500.00 administration fee will apply. No charge will apply should the Student wish to upgrade to a higher course.

## RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

The fees associated with Recognition of Prior Learning are:

1. Application fee \$500.00 per application irrespective of the number of units applied for; and
2. Assessment fee \$500.00 per unit of competency applied for.

## REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

## LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of enrolment and any late fee payments will incur a late fee payment of \$100.00.

Should a student require an extension for their fee payments, they must apply in writing to the CEO, at least two weeks prior to the fee being due.

**Note:** Should the payment not be made by the agreed date, the overdue account will be sent to a debt collection agency without any further notice.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

A learner with outstanding fees may be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date and this will impact on your completion date.

No Certification and/or Statements of Attainments are issued until all fees are up to date.

## SUMMARY OF THE FEES

Enrolment Fee	\$250.00
Resource Fee	\$300.00
Course Change Fee	\$500.00
RPL Application Fee	\$500.00
RPL/Unit Fee	\$500.00
Replacement Certificate/SOA	\$ 50.00
Cancellation Fee	\$500.00
Late Payment Fee	\$100.00

## COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two day cooling off period immediately after the completion of your initial skills assessment.

This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

### **CANCELLATION**

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will:

1. Be refunded the unused portion of your course fees; and
2. Cancellations after the course commencement, the initial deposit is not refundable.

### **WITHDRAWING FROM A COURSE**

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given. If you owe fees, no Certification and/or Statement of Attainments are issued until all fees are up to date.

### **TRANSFER TO ANOTHER COURSE WITHIN OUR RTO**

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

### **FEE PROTECTION**

Where, we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- You receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

### **REFUND**

All applications for a refund of monies paid to us are to be made to the director on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

#### **Full qualification**

Refunds of any unused portion of your fee payment are available in circumstances whereby we are unable to provide the services for which you have prepaid.

Refund application forms are available from the administration team.

**Full refunds** are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you. (This includes the non-refundable enrolment fee)

**Partial refunds** are provided for:

A course is commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount)

## NO REFUND

There is no refund of fees or any prepaid amount for:

1. Any poor and/or non – attendance;
2. Poor behaviour;
3. You provided false or misleading information;
4. You failed to comply with the conditions of the RTO

**Note:** You will not be able to commence training until such times as fee payment has been:

### 1. Qualifications

Initial payment has been received.

## REFUND PROCESS

Refund requests for full or partial refunds must:

- be made in writing on the Application for Refund Form, available at the Student Administration Office;
- set out the reasons for the request;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to: **Contempo College, Level 2, 379 Hay Street, Perth WA 6000**

Information provided by the student on the Refunds Application Form must include:

- date of the claim
- full name of student
- course in which the student was enrolled
- basis for making the claim
- amount claimed
- address to which the refund is to be forward
- student's payment details
- student's signature
- all documents relevant to consideration of the claim
- third party authorisation, if applicable

Claims will not be processed where the signature on the claim does not match the student's signature, shown on other documents provided by the student for admission to Contempo College.

Refunds will be reimbursed in Australian dollars.

Where a student is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with the Complaints and Appeals Policy and Procedure. These complaints and appeals processes do not restrict the student's rights to pursue other legal avenues.

## PAYMENT OF REFUND

Where a refund is granted, refunded monies will only be paid to the registered student or the third party that authorised by the student in the refund application.

## TIMEFRAME FOR REFUND

All applications for refund shall be determined within 10 working days and shall be paid within 28 days from the date of refund application.

## APPEALS

Learners who are not satisfied with the outcome of the refund process or an academic result may access our complaints and appeals process.

## **NO FEE SERVICES**

There is no fee for the initial skills assessment of the language, literacy and numeracy (LLN) assessment which is included in your enrolment fee.

Any services provided to assist the learner to complete their training successfully are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation conducted by Contempo College into a complaint or grievance or academic appeal is also at no cost to the student however if external mediation services are engaged, this is on a cost recovery basis to be negotiated at the time of engagement.

## **INDUSTRY ENGAGEMENT**

We have engaged with industry representatives to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry which will give you the skills required to enable you to be successful at gaining employment in the industry.

## **INITIAL SKILLS ASSESSMENT**

Under the National VET Regulator Act 2011, Standards 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.

We will conduct an initial skills assessment with you at the time of enrolment or immediately prior to commencing the training. The initial skills process for the full qualifications is in two (2) parts and involves:

### **Part One**

A short interview, conducted by our trainers, as to your knowledge and experience of the industry you are training to gain employment in.

### **Part Two**

A Language, Literacy and Numeracy assessment shall be conducted under supervision by a trainer assessor.

All of this is designed to assist us in understanding:

1. Your ability to complete the course; and
2. Any additional assistance you may need prior to commencing your training.

## **MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS**

### **Responsibility for monitoring student progress**

The trainer is responsible for:

- a) Monitoring course progress,
- b) Identifying any student who may, be in need of support or intervention, and
- c) Working with the student and relevant staff to provide appropriate intervention.

Any agreed intervention strategy is recorded in student file.

The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to the Academic Manager.

When dealing with a student who is not progressing effectively in their course we will:

1. Ensure all students are treated fairly and openly;
2. Aim to maintain student confidentiality and privacy except as required by law;

3. Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
4. Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress;
5. Ensure equity, consistency, transparency and natural justice principles are observed;
6. Ensure privacy laws are respected.

### **ISSUANCE OF AWARDS**

We shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is deemed competent in some but not all of the Units of Competency.

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

### **LEARNING DIFFICULTIES**

If you have any learning difficulties, we encourage you writing the information on your enrolment form during application or to let us know what they are by talking in confidence with your trainer or director prior to course commencement.

### **LEGISLATION**

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

As a registered company, we are governed by numerous Acts, guidelines and codes of practice including but not limited to the following:

1. The Corporations Act
2. The Standards for Registered Training Organisations 2015
3. The Trade Practices Act
4. VET Quality Framework
5. Department of Education
6. National guidelines as approved by the Industry Skills Councils, National Centre for Vocational Education and Research, Australian Skills Quality Authority (ASQA)
7. Australian Quality Framework
8. National Vocational Education and Training Regulator Act 2011
9. Operational Policies and Procedures
10. Equal Opportunity Act 1984 (Equal Opportunity Act WA)
11. Fair Trading Act 1987
12. Workplace Health and Safety Act 2012
13. Workers Compensation and Rehabilitation Act 1986
14. Privacy Act 1988

### **STUDENT SUPPORT SERVICES**

As we offer training courses to all members of the community, we have established a number of vocational barriers support which include special assistance with:

1. Assessment tasks, and
2. Language, Literacy and Numeracy;

Assistance will depend on the needs of the student and may include referral to any of the following, singularly or in combination:

1. Reading and writing hotline;
2. Access to a dictionary or interpreting device; or
3. Foundation Skills program at a Community College or TAFE.

We are able to assist with the determination of suitable non- vocational support services to assist students including, but not limited to:

1. Accommodation assistance;
2. Centrelink;
3. Counselling;
4. Food/Material assistance;
5. Legal Aid;
6. Personal Support;
7. Australian Tax Office;
8. Ethnic Communities Council;
9. Women's Legal Resource; and
10. Interpreting Services.

## **STUDENT RESPONSIBILITIES AND RIGHTS**

When you elect to participate in training with us, you have a responsibility to:

1. Adhere to our policies and procedures,
2. Treat others with respect, fairness and courtesy,
3. Not plagiarise, collude or cheat in any assessment activity,
4. Arrive on time,
5. Notify your trainer if you will be absent or late,
6. Participate,
7. Submit assessments on time and in the required manner,
8. Obey all traffic laws during periods of supervised driving; and
9. Provide written notice of any changes to your enrolment status.

You have a right to:

1. Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
2. Be free from all forms of intimidation;
3. Work in a safe, clean, orderly and cooperative environment;
4. Have personal property protected from damage and other misuse;
5. Learn in an environment that is conducive to success;
6. Work and learn in a support environment without interference from others;
7. Apply to have existing skills and knowledge recognised;
8. Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
9. Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
10. Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
11. Express and share ideas and to ask questions.

## **OUR RIGHTS AND RESPONSIBILITIES**

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation.

We will maintain Workplace, Health and Safety, Equal Opportunities, Anti-Harassment, Anti-Bullying and Anti-Discrimination policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Student resources; and
4. Effective assessment tools.

## **PRIVACY**

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

## **RECOGNITION OF PRIOR LEARNING (RPL)/CURRENT COMPETENCIES (RCC) OR CREDIT TRANSFER (CT)**

Recognition of prior learning and/or current competencies is a process for giving students credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

Credit Transfer is the process where you have successfully completed units of study that are deemed equivalent to the units of study you will undertake at Contempo College.

If you fit in this category enquire about RPL/RCC or credit transfers (CT) which could significantly shorten your study requirements.

The fees associated with Recognition of Prior Learning are:

1. Application fee \$500.00 per application irrespective of the number of units applied for; and
2. Assessment fee \$500.00 per unit of competency applied for.

## **COURSE CREDIT**

All students are made aware of the ability to apply for course credit via a RPL, CR or CT application throughout the enrolment and induction process of the course.

## **EVIDENCE REQUIRED FOR RPL OR CURRENT COMPETENCIES.**

If a student has already started their course of study they are to place any applications for course credit by the 2nd week of the first term of study in their enrolled course.

1. All applications are to be submitted to administration and include certified documents or original documents to be sighted and copied by Student Administration.
2. Applications will not be accepted unless all required information is included. - Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred.



3. A Credit Transfer application must be accompanied by nationally recognised Certificates with detailed Statement of Attainments indicating the units successfully completed including unit codes and titles and dates of completion.
4. A Credit application must be accompanied by recognised Certificates with detailed Statement of Attainments as well as Unit Descriptions and Unit Objectives and must include detailed course outlines or other documentation giving sufficient details, including content, assessment schedule and duration, of the studies completed to enable assessment of the application.
5. Students are required to submit their application with supporting evidence as required and outlined in the applications.

There is no fee attached to a credit transfer, however if an application for credit transfer only shows sufficient evidence for Recognition of Prior Learning then the appropriate fee will be charged.

Applications for credit transfer and/or Recognition of Prior Learning must be made at the time of submitting an application for enrolment.

## RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors.;
6. Completed assessments – retained for 12 months.

***Participant records must be maintained for 30 years.***

## ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the CEO or designated representative either by phoning the office or arranging an appointment through your trainer.

## TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of person who:

1. Holds the Unit of Competency you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a Subject Matter Expert in their respective field.

**Note:** We don't engage any person or training organisation to deliver our training and assessment services on our behalf.

## STUDY PERIOD

Each course will be delivered to meet the specific requirements for each student or group of students. A training calendar has been prepared for each course for each calendar year.

The training calendar demonstrating each term and the units to be undertaken have been developed to assist students with their training commitment.

### **THIRD PARTY ARRANGEMENTS**

We do not engage with any third party to provide any training and assessment services on our behalf.

From time to time, we may enter into an agreement with an education agent to provide marketing and recruitment services on our behalf, which is a third party arrangement according to the Standards for RTOs 2015.

Engagement with third parties to provide student support services will only be on a case by case basis and only when such services are outside of the scope and ability of our staff.

### **WORKPLACE HEALTH AND SAFETY**

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

### **WORK PLACEMENT**

**Note:** We are introducing a component for all students to give them access to a real site work environment: for **SIT50416 Diploma of Hospitality Management**.

Contempo College will arrange the work placement on learner's behalf and it is assessable via a placement logbook which is provided as part of the learner resources.

Each period of work placement will give you an opportunity to build relationships, establish networks and practice and demonstrate the skills and knowledge you have acquired as part of your training as relevant to the units of competency and are a requirement of the training package.

You are required to attend this period of work placement, as it is a part of your course and you will not be able to miss a day of work placement without a doctor's certificate and will be required to make up the missed hours.

### **WORKING WITH CHILDREN and NATIONAL POLICE CLEARANCE**

All students undertaking work placement must have a current national police clearance prior to attending placement. All national police clearances must be "clean" or the building and construction organisation will not accept you for work placement or employment in Australia. Website: <https://www.nationalcrimecheck.com.au/>

Where you are allocated a hospital or care facility that has Children under the age of 18, you must also have a Working with Children Check registration in Victoria. Website: <https://www.workingwithchildren.vic.gov.au/>

Where applicable we will comply with all Federal and State working with Children legislation. A list of all relevant legislation is available from the Federal Police Website <http://www.afp.gov.au/nch/policechecks.html>