

2019

Student Information Handbook
User Choice – Tourism and Hospitality



Careers
Training
Centre

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Purpose of Handbook

The purpose of this Student Handbook is to provide you with information outlining your rights and responsibilities and to assist you in resolving any questions that you may have during the course of your study with Careers Training Centre.

Please refer to this handbook to support you in your study.

INTRODUCTION

Welcome to the Careers Training Centre (CTC)

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

We also tailor short courses to meet employer's and students needs to industry standards with accredited and non-accredited training. Careers Training Centre provides training and assessment in the following courses within the Standards for Registered Training Organisations (RTOs) 2015.

Careers Training Centre adheres to the Standards for Registered Training Organisations (RTOs) 2015 and employs trainers and assessors who have a Certificate IV in Training and Assessment (TAE40110) with 5 years industry experience as a minimum standard. Trainers and assessors are passionate about sharing their skill and knowledge of the industry while developing students to reach their own personal goals and potential.

Careers Training Centre was established to meet industry demands and training is conducted at sites and venues that suit the student and the employer and to best meet the current and future needs of the industry. Learning that challenges the learner and adds to the business are part of industry based learning that is Careers Training Centre. Flexibility, equity and customer service orientation are central to our core values and beliefs that create the environment for students to excel.

Our trainers and assessors can assist you in determining which training is best suited to the business and student's needs.

Training Programs that we deliver

Careers Training Centre provides training and assessment in the following courses within the Standards for Registered Training Organisations (RTOs) 2015.

SIT10116 Certificate I in Tourism

SIT20116 Certificate II in Tourism

SIT30116 Certificate III in Tourism

SIT40116 Certificate IV in Travel and Tourism

SIT501116 Diploma of Travel and Tourism Management

ACM30317 Certificate III in Captive Animals

SIT101216 Certificate I in Hospitality

SIT20316 Certificate II in Hospitality

SIT30616 Certificate III in Hospitality

SIT40416 Certificate IV in Hospitality

SIT50416 Diploma of Hospitality Management

Guarantee

Careers Training Centre is committed to providing excellence in training to industry benchmarks and the Standards for Registered Training Organisations (RTOs) 2015. Career Training Centre guarantees to complete training and/or assessment of enrolled students providing the following conditions are met:

- The student meets the agreed training/assessment completion and submission due dates in accordance with the Training Plan.
- The trainee meets all other obligations as stated in Careers Training Centre (CTC) Policies and the Student Handbook.

Contact Details

For all queries and issues please contact:

Careers Training Centre

Address: 278 Hartley Street, Cairns QLD 4870

PO Box 1230, CAIRNS QLD 4870

Email: training@careerstrainingcentre.com

Website: www.careerstrainingcentre.com

Tel: (07) 4041 9454 Fax: (07) 4041 9499

Student Induction and Acknowledgement

Careers Training Centre (CTC) provides you with an induction of your course including the provision of this Student Handbook. You are also required to acknowledge that you have been inducted into Careers Training Centre (CTC) by signing your enrolment form as part of your enrolment process.

Student Enquiries

At any time during your course, should you have any questions about Careers Training Centre, their staff, trainers and / or assessors or your training and / or program, or would like more information on our policies and procedures, please contact our administration staff on Email: training@careerstrainingcentre.com or Tel: (07) 4041 9454 who will be happy to assist you.

Alternatively, you can organise a meeting with Careers Training Centre staff at any time during office hours Tel: (07) 4041 9454

The Queensland Government, Department of Education and Training can assist with students enquires. The Apprenticeships Info telephone and email service is available to all Queenslanders for advice, support and referrals relating to apprenticeships, traineeships and training options.

The Apprenticeships Info telephone and email service operates Monday to Friday from 8.30 am to 4.45pm.

Telephone: 1800 210 210*

Email: apprenticeshipsinfo@qld.gov.au

Website: www.apprenticeshipsinfo.qld.gov.au

For fact sheets related to training needs from the Department of Education, Training and Employment:

<http://www.apprenticeshipsinfo.qld.gov.au/information-resources/faq/apprentices-trainees.html>

Code of Practice & Client Services Charter

Our Commitment to You

Careers Training Centre is committed and focused on meeting your needs. We promise to:

- Understand the needs of you, the client, our students, staff and the industries in which we operate or do business with.
- Understand your specific needs and be flexible in our approach to serving you.
- Operate professionally and always conduct business in a sound, ethical and fair manner.
- Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity.
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- Resources and training to meet the current industry standards and the requirements the Standards for Registered Training Organisations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training Package rules.
- Respond to student and industry needs and remain competitive within our market.
- Ensure the confidentiality and accuracy of your information.

Management Principles

Careers Training Centre aims to be the best it can be and work with industry to set benchmarks and best practices. We do this by:

- Use developed and proven management principles, systems and policies to operate an efficient and effective organization and professional develop our staff.
- Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business meeting all legislative requirements.
- Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
- Ensure that decision making of senior management is informed by the experiences of our trainers and assessors and act in an ethical and moral manner at all times.
- Careers Training Centre will strive to exceed the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training legislation.
- Developing courses and assessment processes that meet industry benchmarks and industry demands; cater for a range of learning styles; and are flexible to a diverse range of student needs.
- Engage with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and industry associations and taskforces.
- Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff
- Training equipment and resources will meet the requirements of all Training Packages for units delivered to students and be reviewed annually at all sites

Entry Requirements

It is important that you enter the traineeship at an appropriate level; this can be determined by talking with a Registered Training Organisation, discussing your options with an Australian Apprenticeship Centre (AAC) on www.australianapprenticeships.gov.au or discussion with the Department of Education and Training (DET).

Your trainer will ensure you have all the underpinning skills and knowledge to complete the units of competency that you are selecting for your training plan, working together to create a training plan to suit your needs. All outstanding fees must be paid for the course/unit prior to the issuing of your qualification or statement of attainment.

Disability

The enrollment form includes a question about disability. Below is a list and meanings to provide additional information to assist with answering the disability question.

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Privacy Notice and Student Declaration

All students are required to complete the Privacy Notice and Student Declaration. The Privacy Notice and Student Declaration is a statement acknowledged by a student to indicate awareness that personal information collected from the

student may be used together with training activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed. Specific questions may be directed to the Skilling Australia information line on 13 38 73 or via email at VET-DataPolicy@education.gov.au

Enrolment Process

Once you have entered into a training agreement arrangement — you need to select an SRTTO who will provide the training services for you. Careers Training Centre would welcome the opportunity to supply this service to you.

Your training is self-paced and is tailored to meet your needs. You do not need to relearn skills you already learnt and you will be given time to develop the skill and knowledge required for mastering new competencies.

To enrol with Career Training Centre we need:

- A copy of your training agreement
- A copy of the registration letter confirming your traineeship has been approved

A staff member from Careers Training Centre will visit your workplace and complete the necessary paper work and discuss a training plan, which needs to be signed by the RTO (CTC), the Trainee and the Employer. The trainee will then be issued with a record book, which must always be kept in a safe place at the workplace.

Students must complete a language, literacy and numeracy assessment prior to the start of training. This assessment allows CTC to assess the student's competency with literacy and numeracy standards and design assessment tasks that support the student learning style as well as offering ongoing mentoring and support services when required.

Unique Student Identifier (USI)

As of the 1st January 2015, any student who is undertaking Nationally Accredited Training with a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI).

At your induction Careers Training Centre will give you the '**Australian Government – Department of Industries Skills Fact Sheet**'. This will explain what the USI is, how to obtain one and what it is used for.

For further information go to www.usi.gov.au

Course / Qualification Fees

	Non-concessional	Concessional
SIT20116 Certificate II in Tourism	\$812.00	\$150.00
SIT30116 Certificate III in Tourism	\$260.00	\$0
SIT101216 Certificate I in Hospitality	\$650.00	\$650.00
SIT20316 Certificate II in Hospitality	\$722.00	\$30.00
SIT30616 Certificate III in Hospitality	\$515.00	\$0

User Choice funding may not cover the full cost of the training, in this case the employer will need to complete a training agreement and pay a co-contribution fee to cover the cost of training.

Following course commencement, Careers Training Centre will require payment of additional tuition / training fees from the student as they progress through individual units of competency. Employers and students will complete the Training Agreement form to confirm all costs associated with training prior to commencement.

Certificates and Statements of Attainment will not be issued if all outstanding fees are not paid in full.

Payment Schedule:

Careers Training Centre will submit an invoice for agreed training costs to be conducted, to the employer prior to commencement.

- Payment plans may be agreed on a per unit basis, i.e. Total number of units in course divided by total course / qualification cost to give a per unit cost
- Certificates and Statements of Attainment will not be issued if all outstanding fees are not paid in full. Under User Choice funding the employer is responsible for any payments for training and students are responsible for tuition fees
- Enrolment and Training will not commence until the agreed deposit has been received by Careers Training Centre
- Payment of fees in advance at any given time will not exceed \$1,000.00 for training yet to be delivered to the student

Tuition Fees

Student Tuition fees are a compulsory charge which is applied by the State Government through the user choice contract. While DET funds the training up to a maximum amount for a qualification, the student tuition fee must be met by either the employer or the trainee as part of their contribution towards the cost of the training.

Tuition Fees apply to any units where a student has been trained and or assessed, including for units assessed through the Recognition of Prior Learning (RPL) Process.

Units which have been applied as Credit Transfers will not incur the tuition fee costs.

Over the years, it has been determined that when you receive training which is totally free it is less valued than when you contribute something towards it. The Tuition Fee gives you a financial stake hold in your training.

Tuition fees are the student's contribution to the cost of tuition. SRTO's are required to collect tuition fees from students in accordance with the User Choice policy guidelines.

The tuition fees are collected for any traineeship which is at level II or III. The tuition fees are collected for any modules where we are responsible for the training.

From 1 January 2011 until further notice the tuition fees are to be calculated at **\$1.60** for each nominal hour for the module/s or units of competency delivered.

Where a Student does not commence a Unit of Competency/Module, then we will reimburse the Student for all tuition fees collected in relation to that Unit of Competency/Module.

Where a Student withdraws from a Unit of Competency/Module after participating in learning activity, then a proportionate payment of the tuition fee will be reimbursed.

Applications for refunds must be made in writing by the person who has paid the fees.

Partial exemption - tuition fees

Provision exists for partial and full exemptions so as not to financially disadvantage students. A student will be exempt from paying 60% of the tuition fee if the fall into one or more of the following categories:

- i. The Student was or will be under 17 at the end of February in the year in which the registered training organisation provides training, and the Student has not completed year 12;
- ii. The Student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- iii. The Student issues the registered training organisation with an official form under Commonwealth law confirming that the Student, his or her partner or the person of whom the Student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- iv. The Student is an Aboriginal or Torres Strait Islander person.
- v. Where the participant is a School Based Trainee there is a total tuition fee exemption

Fee exemption on grounds of extreme hardship

a) Where payment of the tuition fee and/or a student services fee would cause the Student extreme financial hardship, then the registered training organisation may exempt the Student from these fees.

b) The exemption process should be in place at the time of the Student's enrolment.

Travel and Accommodation Allowances

The Department of Education, Training and Employment provides financial assistance to subsidise additional expenditure incurred by apprentices and trainees (other than school-based apprentices and trainees) who travel specified distances to attend off-the-job training which is required to be undertaken by them in conjunction with their apprenticeship and traineeship training arrangements. Please contact your Australian Apprenticeships Centre for information on the Travel and Accommodation Allowance.

Refund of Course Fees:

As a learner you pay an agreed fee upon commencement of a course in which you are enrolled. Course deposits will be accounted separately and are not accessed until course commencement.

You will be entitled to a refund for any units that you have paid for that have not been trained and or assessed; you will need to get a withdrawal form from your trainer and submit this to the office for processing.

The Training Contract

Setting up the traineeship is easy. One of the staff from Careers Training Centre will visit your workplace and explain how the traineeship works and the Australian Apprenticeship Centre (AAC) will provide the necessary paperwork that needs to be filled in.

Traineeships offer a great opportunity for students to develop skills in the workplace, by combining employment and structured training. A trainee is contracted to an employer or Group Training Scheme for a nominal period of time, enabling them to successfully gain competence in the vocational area they have chosen. On completion a nationally recognized qualification is issued to the trainee.

In Queensland, the Department of Education, Training and Employment is responsible for approving and administering the traineeship arrangements.

Through User Choice funding, the employer and the trainee, have the ability to select a Supervised Registered Training Organisation (SRTO) which meets your needs. There are various SRTO's offering different styles of training delivery. Our Organisation focuses on bringing the training to you, helping you develop your skills in your workplace, on your equipment.

You may prefer to send your trainee off to college for one day per week or block release for the duration of the traineeship. If so, you need to select a provider that will cater for those needs. A list of all the Registered Training Organisations can be obtained from the internet site www.trainandemploy.qld.gov.au

If you have difficulty selecting a provider and Careers Training Centre cannot assist you, please contact your local Australian Apprenticeships Centre (AAC) by phoning 13 38 73. The AAC will be able to provide you with a list of RTO's in your area who deliver training in the selected qualification.

It is very important that you read and understand the terms and conditions of the training contract.

There are many organisations that can help you fill in the training contract. The Australian Apprenticeship Centre's have field consultants who can help you fill out the training contract.

Once the traineeship has past the probationary period, you are both bound by the terms and conditions of the contract. You will receive a letter from DETE to confirm your traineeship has been registered; you need to give us a copy of this letter for your file, as this gives us the go ahead to start your training. You should file your copy of the letter in a safe place at home or work.

If you have any questions regarding the Training Agreement please talk with your trainer, an Australian Apprenticeship Centre or the DETE officer in your local region.

User Choice Funding

Under the User Choice Contract, the employer and the trainee have the right to decide which Registered Training Organisation (SRTO) can best meet their needs. This can be determined by looking at:

- The selection, content and sequencing of units of competency
- Timing, location and mode of delivery of training
- The trainer/facilitator used to facilitate the training
- Who conducts the assessment
- How the training is delivered

All SRTO's have different capabilities and you as the client need to investigate the options available to you and select the SRTO that best suits your requirements.

Our staff will discuss all of these issues with you to verify that we are the appropriate Training Organisation for you.

Responsibilities of Employers and Apprentices/Trainees

A training contract is a legally binding contract for the training and employment of a person as an apprentice or trainee. The parties to a training contract are identified as the employer, the person training as an apprentice or trainee under the contract, and the apprentice or trainee's parent or legal guardian (where the apprentice/trainee is under 18 years of age).

Prior to registration the employer must

- Ensure a training contract is signed by the parties before the end of the probationary period
- Select a supervising registered training organisation (SRTO) and negotiate a training plan with the apprentice or trainee and the SRTO

- Forward the signed training contract for registration within one month after the end of the probationary period, to the department through a new apprenticeships centre. (However, should one or more of the parties request the probationary period be shortened or lengthened, the contract should be forwarded at the time of request)

The employer must

- Provide, or arrange to provide, the facilities, range of work and supervision to train the apprentice or trainee as specified in the training plan
- Deliver to the apprentice or trainee the training the employer is required to deliver under the training plan
- If a school-based apprenticeship or traineeship, provide as a minimum the equivalent of 48 days full-time paid employment for each year of the apprenticeship or traineeship. This applies to all school-based apprentices and trainee who commence on or after 1 November 2001. If, in exceptional circumstances, the employer is unable to meet this minimum requirement, they must make written application directly to the Training Recognition Council seeking exemption.
- Pay the wages and provide the entitlements specified in the relevant employment agreement or award in accordance with the *Industrial Relations Act*
- Discharge all other lawful obligations of an employer, including those related to safety
- Notify the nearest Department of Employment and Training office in writing within 14 days after the following events occurring—
 - An agreement by the parties to amend, temporarily assign or cancel the training contract
 - The sale or disposal of the business by the employer
 - Dissolution of a partnership
 - Deciding that the apprentice or trainee is failing to make reasonable progress; or
 - The apprenticeship or traineeship will not be completed within the nominal term
- Where the purchaser of the business agrees to continue to train an apprentice or trainee, give notice to the Training Recognition Council within 14 days of such agreement. Upon receipt of this notification, the training contract is taken to be assigned by the employer to the purchaser of the employer's business
- Where the parties agree to cancel the training contract, advise the SRTTO in writing of the ending of the apprenticeship or traineeship within 7 days after cancellation
- At reasonable intervals, of not more than 3 months, require the apprentice or trainee to produce the training record to have particulars of training completed recorded in it
- Where the Training Recognition Council cancels the training contract or the registration of the training contract and gives the employer notice of the cancellation, advise the SRTTO in writing of the cancellation (within 7 days after being given that notice)

The employer must NOT:

- Knowingly enter into a training contract with a person if that person is already being trained as an apprentice or trainee under a registered training contract in the same apprenticeship or traineeship by another employer; or
- Directly or indirectly—
 - a) Obstruct the apprentice or trainee from participating in the training required under the training plan to be delivered by the SRTTO; or
 - b) Prejudice the apprentice or trainee's employment, or place the apprentice or trainee at a disadvantage, because he or she participates or attempts to participate in the required training; or
 - c) Discourage the apprentice or trainee from participating in the required training; or
 - d) Induce or coerce the apprentice or trainee to not participate in the required training.

The apprentice/trainee must

- Participate in the development of a training plan
- Observe the conditions of the relevant employment agreement or award
- Attend and perform work as directed by the employer
- Behave in a courteous and professional manner
- Obey all lawful commands
- Not waste, damage, or injure the property, goods or business of the employer
- Work towards achieving the competencies agreed in the training plan
- As instructed, undertake any training or assessment related to the training plan
- Keep the training record for the apprenticeship/traineeship in his/her possession
- Acknowledge that all workplace instructions and any other material which comes into the apprentice or trainee's possession as a result of the training, remains the property of the employer (except entitlements as determined by the *Training and Employment Act 2000*)
- Acknowledge all information obtained from the employer and given in circumstances of confidence must be kept confidential and not used or disclosed to any person without the express approval of the employer.
- While the apprentice or trainee is under 18, the parent or guardian identified in the training contract must uphold the responsibilities listed above for the apprentice or trainee. When the apprentice or trainee turns 18, the guardian is no longer a party to the contract

Both parties note that:

- The apprenticeship or traineeship starts on the day agreed by the employer and the person who is to become the employer's apprentice or trainee. This date is confirmed in the training contract.
- The training contract is effective on and from the day the Training Recognition Council registers it
- The training contract ends on—
 - The signing of a completion agreement acknowledging the completion of the training; or
 - The parties to a training contract mutually agreeing, in writing, to cancel the contract; or
 - A decision of the Training Recognition Council
- The parties to the training contract will notify the SRTO in writing within 10 days of both the employer and the apprentice or trainee agreeing that the training required to be delivered by the employer under the training plan has been completed
- The parties to the training contract are subject to audit by the Training Recognition Council or its delegate on any item in the training contract
- The parties should attempt to resolve disputes between themselves in the first instance. If these attempts fail, disputes shall be referred to the nearest Department of Employment and Training office. The decision of the Training Recognition Council is final and binding on the parties.
- Some decisions of the Training Recognition Council are subject to an appeal process
- Government subsidies and allowances may be available where the apprentice has to travel away from home to attend training provided by the SRTO
- A range of Commonwealth and State financial support measures may be available from time to time
- The training component of the apprenticeship or traineeship is subject to arrangements which give the employer and the apprentice or trainee the right to—
 - (1) Selection, content and sequencing of competency units
 - (2) Timing, location and mode of delivery
 - (3) Trainer or facilitator

Please telephone the Department of Education, Training and Employment on 1800 210 210 if you have any other enquiries regarding the responsibilities of the employer, apprentice or trainee. Fact sheets on a range of topics can be viewed on the department's Internet site at www.trainandemploy.qld.gov.au

As your Supervised Registered Training Organisation, we are not a party to the contract. Our responsibility is to help the trainee develop the skills and competency through the course, to provide mentoring assistance where appropriate, monitor the traineeship and to provide assessment and certification at the end of the traineeship.

Language, Literacy and Numeracy Support

All students will be assessed on their Language, Literacy and Numeracy (LL&N) skills on enrolment. This assessment allows CTC to assess the student's competency with literacy and numeracy standards and design assessment tasks that support the student learning style as well as offering ongoing mentoring and support services when required. If assistance is required in any of these areas this will be discussed with you and one-on-one assistance will be arranged to suit your needs.

Mentoring and Support Services

Ongoing mentoring and support are provided by Careers Training Centre throughout the traineeship. If you are having difficulties in the workplace, it is important to talk with your trainer. We can help you overcome difficulties at an early stage. Throughout the traineeship, our training staff will visit your workplace. If you need to see us before your next scheduled visit, please ring our Admin Support Centre on 07 4041 9454 and they will organise a visit for you.

If a major problem is identified in the workplace — we can help you contact the Training Support Officers of DETE. Senior Training Support Consultants from DETE are available for mediation, conflict management, crisis intervention, counselling, and referral to relevant services. They can help you negotiate and manage any conflict in your training environment.

If you need extra assistance Careers Training Centre staff is always willing to arrange one on one training sessions at a mutually convenient time and place.

Careers Training Centre utilizes the services of an Indigenous Mentor to work with any student who requires the assistance of a mentor. Throughout your training, our training staff will visit your workplace. If you need to see us before your next scheduled visit, please ring our Administration staff on 07 4041 9454 and they will organise a visit for you.

If a major problem is identified in the workplace we can help you contact the appropriate legislative bodies who are available for mediation, to assist to manage conflict, crisis intervention, counselling, and referral to relevant services and providers. We will work with you to find a solution that suits you.

Industrial Relations Issues

Industrial Relations are a complex issue and our User Choice Contract suggests that SRTO's should not provide industrial relations advice to clients. When you are entering into a training agreement you should always confirm the wage payable through The Fair Work Ombudsman or by email / internet on www.fairwork.gov.au

If problems arise in the workplace, talk to your trainer, we will help you make contact with the relevant DETE officer who will be able to deal with your issues.

Withdrawing from your Course

You have a responsibility as part of your training contract to notify Careers Training Centre of any changes that may affect your attendance at training. If you are going to withdraw from your course you need firstly terminate the training contact by completing a Cancellation of Training Contract form (available from your trainer) and must be signed by the student and the employer.

It is important to act on any concern immediately. If you contact us, we will put you in contact with all of the appropriate people and advise you of our policy and procedures and we can issue you with results for any modules you have completed. You will then be able to use this Statement of Attainment for credit transfer into other courses.

How we provide Training

Once the traineeship has been activated, we will visit the trainee in the workplace and together with the employer and the trainee, we will create a structured training plan which reflects the existing skills of the learner and any training which needs to be completed. Each unit of competency will have an expected completion time frame. We will also work out the Tuition Fees which may be applicable.

Training will be provided at mutually agreed sites and venues. For some employers, the training and assessment can be conducted within the business and utilise the resources within the workplace allowing the employer to be responsible for some of the competencies required. A workplace assessment will be carried out by CTC assessor's to confirm the resources available and the employer responsibilities and details for workplace training including any learner resources required.

All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

The trainee will be issued with a training record book, which stays in the workplace for the duration of the traineeship. This record book will be signed off as the trainee achieves competency in each unit of study.

The traineeship is usually completed over a 12 – 24 month period. However, part-time traineeship will take longer. Many trainees who have good underpinning knowledge will be able to gain their skills in a shorter length of time.

When the training is delivered, our trainer will work with the trainee on a one-on-one or small group basis. During the training, we will encourage the trainee to work in groups, do research, engage in role plays and scenarios and various assessment activities as part of collecting the evidence of skills, knowledge and ability required to assess competency.

Assessment of Skills

All adult learners learn best when they know the how, when and why of training. Adult learners are active participants in their training. Careers Training Centre encourages and supports learners to be involved in the planning of their learning pathways.

Careers Training Centre (your SRTO) will assist you to learn in your work environment. Assessment will be fair and non-discriminatory. How you will be assessed will be explained prior to the start of each unit or workplace visit. It is essential that your employer signs off that you do the work and your employer monitors your progression through your training. We will monitor your learning progress, verify your skills, maintain contact with your employer, provide information for your employer and yourself, and issue your certification on successful completion of the Competency Assessments. This training is a pathway to your on-going career in your chosen field.

How we collect Evidence of Assessment

Throughout your traineeship, you will be developing new skills in the workplace and gaining recognition of the skills you already use with confidence in the workplace.

When your trainer comes to visit and verify your skills, you will need to show them how you can complete the tasks. Assessment is done through discussion with you, observation of your performance in the work place, looking at work samples, and through questioning. Trainers will work with the student's employer to ensure that training and the duties undertaken in the workplace support the learning process. Some units have **Pre Requisites** that must be completed prior to the undertaking of another unit. The course outline indicates which units have pre requisites and the trainer and assessor will place these in the training sequence on the students training plan and record book.

If you complete a task at work which you feel demonstrates a competency, make a copy of this, and show it to your trainer when they visit next. An example of this may be a word processing document that you have created. If you are involved in an unusual activity at work discuss this with your trainer and assessor so that the activity may be reviewed and could be included in an assessment piece.

All Registered Training Organisations go through a quality review process with the Department of Education, Training and Employment (DETE). When this audit takes place the Department audits and randomly checks on student activities, they will look at the types of evidence that we have collected to prove that you do have the skills and knowledge.

If you have any questions about the assessment process, please talk with your trainer or phone our Staff Development Manager on 07 40419 437

Recognition of Prior Learning (RPL)

The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training system is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

RPL assessment collects evidence of learning that has occurred outside the formal education and training system. The RPL process is a more personal process involving the assessor collecting evidence and **aligning** the evidence to the requirements of the accredited course or training package qualification.

This alignment process is used to document the way the evidence meets the requirements of the training package or accredited course. The nature of RPL assessment means that assessors may be presented with a wide range of evidence to consider. It is not sufficient for an assessor to determine that the evidence presented meets the requirements of the qualification or accredited course. It must be clearly documented how that determination was made.

For example, as part of an RPL assessment for a unit of competency the candidate:

- Completed a number of verbal questions
- Completed one practical task
- Presented a third party report from their current supervisor
- Presented a certificate for completion for a short course that provides further supporting evidence of competence in the required skills and knowledge of that unit

The assessor then clearly documents how the questioning, practical task, the third party report and the certificate of completion supported competency in the unit concerned. The assessor needs to clearly establish the relationship of the evidence to the unit, or components of the unit, that the evidence supported. These components *may* include:

- Elements and performance criteria
- Foundation Skills
- Performance Evidence
- Knowledge Evidence

What RPL is Not!

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience but the specific and relevant learning which is assessed according to the prescribed Competency Standards.

Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation as required by the Careers Training Centre. Currency of skill and knowledge is determined by CTC assessors and students must be able to display evidence of currency when applying for RPL.

Credit Transfer (CT)

If you have completed an accredited qualification or recognised units of study with a Registered Training Organisation, you may be eligible for a credit transfer. Trainers will need to review if your accredited qualification or recognised units are still within a current training package or are equivalent to the current training package or units. Discuss your previous educational qualifications with your trainer to see if this is a possibility for you.

Credit Transfer is supplying the documentation to support the skill and knowledge you have previously gain in transfer of supported documentation means that you don't have to complete a competency again, if you have already completed it previously.

Credit transfer is a limited credentialing decision process and not the same process as Recognition (RPL) where a range of evidence and an assessment decision is required.

A student who requests a single and up to three units current credit transfer will not receive a reduction in the enrolment cost or course fees. Students claiming more than four credit transfers may receive a discounted price at the discretion of the Staff Development Manager and must be discussed during the enrolment of the student.

When a student requests a current qualification to replace an expired equivalent qualification and where evidence mapping is undertaken by CTC and mapped to the new qualification then the student will not receive a reduction in the enrolment cost or course fees on these units.

Ongoing Training

You will meet regularly with your trainers to discuss what you wish to achieve, what skills you are currently using and how you would like to increase them. Together you will assess your training plan and with your employer review your current training and update your training record book. This plan may include Scenarios, Role plays, Guest Speakers, Industry visits, One on One tutorial, attending other industry sectors workplaces, specialist trainers and workplace assignments directed by your employer.

There are also different ways in which you can do your assessment - depending on the unit of competency you are demonstrating you can use practical performance, assignments, practical projects, written tests or role play and questioning. Career Training Centre trainers and assessors will ensure that you have acquired the supporting skills and knowledge with the resources and equipment to enable you to apply that knowledge and skill to industry standards, to new situations and workplaces.

Please note that all reports and assignments which you submit are kept in your traineeship file and are not returned unless additional work is required. Assessments are kept on record for audit purposes to prove you have gained the skills and knowledge required for your selected unit or completion of a qualification.

Completion Procedure/Issuing of Results

Completing your course is a great achievement. Throughout the traineeship, your trainer will have verified the skills attained in the workplace. At the end of the traineeship, your trainer will check that the record book is totally completed and that all evidence has been collected.

Our courses are Nationally Recognised Courses and Careers Training Centre is a Registered Training Organisation. In order to be eligible for the qualifications learners must be assessed as Competent (C) in each of the Competency Units. If students are assessed as Not Yet Competent (NYC) they will be given feedback and asked to resubmit the assignment with revisions.

When you have completed all the units in the record book, and these have been signed off by the trainee, employer and the trainer, the trainee and the employer must complete a Traineeship Completion Agreement (available from your trainer). This Completion Agreement must be signed by both parties within 5 working days after the employer and trainee have agreed to complete. The employer or trainee must give Careers Training Centre a copy of this signed notice within 10 working days after agreement.

Careers Training Centre is unable to issue any statements of attainment or qualifications, unless the student has provided us with a valid Unique Student Identifier Number (USI).

Once the employer, trainee and the registered training organisation have signed this Completion Agreement, the traineeship, including the training contract and training plan ends. The date on which all signatures are finalised, becomes the Actual Completion Date of the traineeship. We will send you a copy of your results and also send a copy to DETE who will issue the final certificate for the traineeship.

Legal Obligations

Careers Training Centre:

- Maintains adequate, current and appropriate insurance and registration
- Complies with all laws relevant to operation of its business
- Allows government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles
- Will keep records of competency completion for a period of at least thirty (30) years
- Will manage the transition from superseded Training Packages within twelve (12) months of their publication on www.training.gov.au in line with the requirements of the Standards for Registered Training Organisations (RTOs) 2015. Careers Training Centre will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses

Ongoing Support

Careers Training Centre wishes to see all students succeed into their chosen career that leads to a rewarding career. To assist you achieve this goal will can help you:

- Arrange a meeting with our mentor to work with you
- Assist you to update your Department of Education student file if necessary
- Assist you to plan a career strategy and industry sector information
- Create an up to date resume
- Do job search with you for your career pathway
- Help you identify pathways to further training
- Assist with interview techniques
- Visit workplaces and participate in industry tours

Please feel free to talk to us at any time, either while you are completing training or after you have gained your qualification. If we can't assist you we will help you find the people and organizations who can.

Continuous Quality Improvement

Careers Training Centre has a clearly documented continuous improvement strategy that involves the collection and analysis of all stakeholder feedback, data collected through scheduled feedback as well as other informal mechanisms. This feedback is used as input into the continuous improvement of staff, facilities, equipment, training and assessment materials used.

As a component of the feedback strategy, Careers Training Centre consults with industry both during course construction and implementation. Industry consultation ensures that Careers Training Centre training and assessment strategies result in graduating students that have acquired the employability skills and knowledge required for entry into or progress in their chosen field.

For further information about employability skills associated with course of study please ask for a copy of our training and assessment strategy from your trainer and/or assessor or contact administration staff on:

Email: training@careerstrainingcentre.com and / or Tel: (07) 4041 9454 or available on our Website: www.careerstrainingcentre.com

Marketing

Careers Training Centre will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements. Students will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course.

Students will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment. Course outlines are available on request.

Promotion Policy

We are requesting your permission to use photographs and videos that include yourself for Careers Training Centre brochures and promotional purposes while you are enrolled here and seven years after ceasing training. In the event of using any videos of yourself we will ask you to complete a separate consent form. Please advise us if you are uncomfortable or unsure of the promotional policy.

Health and Safety Policy

Careers Training Centre is committed to ensuring a safe and healthy environment to the best of its ability and in compliance with Workplace Health and Safety. For the safety of all in the workplace/training environment, please report all potential hazards to your trainer.

With any accident or incident you must complete the Incident/accident form located at your training site. Your trainer/assessor can assist you in completing this form if you are unsure. Please ask for the Incident/accident form. Once complete the form must immediately go to your trainer/assessor. Please check that you have completed the form in full.

Recognition of Qualifications

Careers Training Centre recognises Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations in Australia.

Access & Equity

Careers Training Centre will treat all people fairly and equitably and fosters an environment free from discrimination and harassment. Careers Training Centre applies access and equity principles through all of its policies and procedures to promote full and equal participation of all people.

All staff complete an extensive induction process of their rights and responsibilities under state and federal legislative requirements that are clearly documented in our Staff Handbook. EEO legislation under the Fair Work Act is central to our values and beliefs at Career Training Centre and management practices.

All students complete an extensive induction process of their rights and responsibilities under state and federal legislative requirements that are clearly documented in our Student Handbook and Staff Handbook.

All learners have access to all courses that we conduct irrespective of gender, culture, linguistic background, race, or disability.

Student Code of Conduct

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimized or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimization
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information Careers Training Centre holds about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- The equipment and resources required to achieve competency in the unit of study
- Provide feedback to Careers Training Centre on the client services, training, assessment and support services they receive

Students' Responsibilities

All students, throughout their training and involvement with Careers Training Centre, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimize, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify Careers Training Centre if any of their personal or contact details change
- Provide relevant and accurate information to Careers Training Centre in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer/Assessor
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Careers Training Centre if any difficulties arise as part of their involvement in the program
- Notify Careers Training Centre if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Make payments for their training within agreed timeframes

Where a student is consistently showing a lack of progress, a meeting will be arranged with the student to discuss this issue. The outcome of this meeting may result in the cancellation of their enrolment.

Failure to attend an arranged meeting will result in the cancellation of an enrolment.

Student Records and Replacement Qualifications

Students are able to access their student records at any time by contacting their trainer / assessor or by contacting training@careerstrainingcentre.com or by phone (07) 4041 9454. Careers Training Centre will be able to supply details of completed accredited units, statements of attainments, copies of training plans and record books and feedback on

student progress. Students who are currently enrolled with CTC have access to file records and statements of attainment upon request at no cost.

Students and employers will be updated every three months with a copy of the students' progress.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. If the provider that originally issued your qualification or statement of attainment has closed, ASQA may hold the student records. ASQA began operating in July 2011 and this requirement applied from that date.

Additional Fees

Careers Training Centre (CTC) will charge \$35 for the reissue of a Certificate or Statement of Attainment on request. Students will need to complete an application form to request for a copy of their Student Record by Email: training@careerstrainingcentre.com or down loading the forms from our website: www.careerstrainingcentre.com or contacting Tel: (07) 4041 9454 Fax: (07) 4041 9499

Current students have access to file records and statements of attainment upon request at no cost.

Compliant Procedure

If participants or employers have a complaint with any aspect of their training, they are encouraged to speak immediately with the Trainer and/or Assessor to resolve the issue.

If the participant or employer is not satisfied that the issue has been resolved, they may wish to complete a Student Compliant Form, setting out in detail the issues of concern. The Staff Development Manager will respond to the complaint as soon as practical to discuss the complaint and seek a resolution.

Contact details- Email careers@capta.com.au or 07 4041 9437

An employer and / or student has a right to approach the Trainer /Assessor concerned for an initial re-evaluation of any assessment no later than 4 weeks after results have been notified to the student.

Appeal Process:

A student wishing to appeal against an assessment decision may appeal the decision by:

- Informal approach may be made to the trainer or assessor
- If the student/employer is dissatisfied with the decision of the trainer or assessor, the student/employer may appeal to the Staff Development Manager. This appeal should be in writing by completing a Student Compliant Form

If the student is dissatisfied with the decision of Staff Development Manager, the student shall have a further right to pursue whatever legal remedies that may be open to them.

Students and employers have a maximum period of four weeks in which they can appeal an assessment and lodge a complaint.

The Queensland Government, Department of Education, Training and Employment may assist with students enquires. The Apprenticeships Info telephone and email service operates Monday to Friday from 8.30 am to 4.45pm. **Telephone:** 1800 210 210 **Email:** apprenticeshipsinfo@qld.gov.au

For fact sheets related to training needs from the Department of Education, Training and Employment: <http://www.apprenticeshipsinfo.qld.gov.au/information-resources/faq/apprentices-trainees.html>

Career Prospects

Individuals with a Certificate II or III in Tourism or Hospitality are able to work in many tourism and hospitality industry sectors and enterprise types. These qualifications are very flexible and are designed to meet a broad range of basic tourism and hospitality industry needs. It recognises the diversity of tourism and hospitality operations and the increasing industry trend for operators to provide specialised tourism or hospitality products.

The types of enterprise to which a Certificate II or III in Tourism may apply include retail travel agencies of any sort, tour wholesalers, tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

The types of enterprise to which a Certificate II or III in Hospitality may apply include restaurants, hotels, motels, clubs, pubs, bars, cafes, coffee shops and accommodation (e.g. resorts, hotels, motels, caravan parks)

Visit <http://www.discoveryourcareer.com.au> for more information on careers within hospitality and tourism.

Articulation Arrangements

Completion of a National Accredited Training courses can and articulate into higher fields of study. For instance, if you complete the Certificate III in Tourism you can then articulate into the Certificate IV in Travel and Tourism or the Diploma of Travel and Tourism in any TAFE or Private Provider organisation in Australia.

Under the Australian Qualifications Framework (AQF) Certificate II is AQF Level II.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

Your feedback is really important to us!

We really appreciate your feedback. Let us know what is important to you.

If you are concerned about something or wish to identify things we can change or improve a feedback form or questionnaire can be completed. We will ask you several times during the time you spend completing training with us to give us formal feedback. What was good / what was not? Feedback and questionnaires are part of maintaining consistency and best practices for us, so we take them very seriously. We encourage all students to provide feedback and have online link for students and employers to complete their AQTF surveys. You may enter your feedback through this link.

<http://mastersit.com.au/vidatek/wp/index.php/learner/rto/capta>

Want to let us know your thoughts:

Email us: training@careerstrainingcentre.com or speak to you trainer / assessor or visit our Website and down load a feedback form: www.careerstrainingcentre.com

DEFINITIONS

In this handbook the following definitions apply:

'Act' means the *Vocational Education, Training and Employment Act 2000*.

'Apprenticeship' means employment based training declared by Skills Queensland to be an apprenticeship.

'Apprentice' means an employee being trained in an Apprenticeship under a Training Contract registered by Skills Queensland on DELTA and issued with a Registration Number.

'ASQA' means the Australian Skills Quality Authority, the national regulator for Australia's vocational education and training sector.

'Competency Count' means the minimum number of Units of Competency specified by the Skills Queensland that are needed to achieve an Apprenticeship/Traineeship outcome. The Competency Count in relation to the relevant qualification is specified in QTIS.

'Continuing Student' means a student recorded on DELTA as having an active Registration Number commencement date prior to 1 July 2010.

'Continuing Student Agreement' means a *VET User Choice Program Continuing Student Agreement* contract awarded to an RTO who has a student or students continuing Training and Assessment services which commenced under the User Choice 2017 – 2020 program.

'Department' means the Queensland Government Department of Education and Training.

'Employer' means the employer identified in the Training Contract.

'Government Contribution' means the amount of public funding the Queensland State Government will contribute towards the cost of Training and Assessment services for an eligible Apprentice or Trainee to attain the qualification which leads to the occupational outcome of their choice.

'Letter of Registration' means the letter issued by the Department to advise an Apprentice or Trainee of their registration on DELTA.

'Points' means the points assigned to an apprenticeship or traineeship program by the Skills Queensland, from certain endorsed training package qualifications, which is used as a means to establish the industrial outcome and as a basis for payment.

'QTIS' means the Queensland Training Information Service.

'Registration' means registration of a Training Contract on DELTA.

'Registration Number' means the Training Contract registration number on DELTA for an Apprentice or Trainee.

'School-based Apprentice or Trainee' means an Apprentice or Trainee who is a school student – typically years 11 and 12 - in an approved arrangement which allows them to study for their senior certificate or equivalent, whilst at the same time undertaking government approved and accredited training qualifications as paid employees.

'Skills Queensland' means the state's statutory body which provides strategic advice to the Minister on current workforce development and skilling issues and performs executive functions in the recognition of group training organisations, the apprenticeship and traineeship system (including apprenticeship and traineeship contracts) and vocational placements in Queensland.

'SRTO' means 'Supervising Registered Training Organisation' as defined in the Act.

'Standards for NVR RTOs' means the Standards for National VET Regulator Registered Training Organisations.

'Student Contribution Fee' means a student's contribution to the cost of tuition and the provision of student services to the student.

'Traineeship' means employment based training declared by Skills Queensland to be a traineeship.

'Training and Assessment' means:

(a) off-the-job vocational education and training provided in Queensland by the RTO; and

(b) assessment provided in Queensland by the RTO, to a student in accordance with the Act, Training Contract and Training Plan for the student.