2020

Student Information Handbook

Fee for Service – 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 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.

Training Programs we Deliver

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

SIT20116 Certificate II in Tourism
SIT30116 Certificate III in Tourism
SIT40116 Certificate IV in Travel and Tourism
ACM30317 Certificate III in Captive Animals
SIT20316 Certificate II in Hospitality
SIT30616 Certificate III in Hospitality
SIT501116 Diploma of Travel and Tourism 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.
- All fees are paid in full for each unit completed prior to the start of the next unit of competency training
- All fees are paid in full prior to the issuing of any qualification or certificate of attainment

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 staff, Trainers and/or assessors or your training and/or programs, 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 NVR Registered Training Organisations 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 NVR Registered Training Organisations 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
Some qualifications and courses may have specific entry requirements like level of education achieved or pre-requisite course. Careers Training Centre can advise on these requirements at the time of enrolment. A deposit is required to be paid at time of offer to secure your place. Upon enrolment, an invoice for any course fees and payments will be issued. Full 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
A staff member from Careers Training Centre will complete the necessary paper work and discuss a training plan with you. The Training Plan needs to be signed by the Trainer and the Student. An induction will be completed so that you understand your rights and responsibilities. Course costs will be discussed and a training agreement will be completed which identifies the qualification cost and the cost per unit. An invoice will be issued and payment options confirmed with you.

Training is conducted weekly in Mossman, Kuranda, Innisfail and the Cairns region. CTC will ensure all students have an understanding of all the training locations, places and times available for training. CTC will work with students to assist them meet their training needs with mutually agreed training sites and locations.

You will be issued with a copy of the training plan and a record book, which must always be kept in a safe place and be available at training sessions. The record book allows you to monitor your progression of completed units within the training plan. An induction will be completed so that you are informed of your rights and responsibilities.

Your training can be self-paced or with other students in structured training sessions and will be discussed with you during the enrolment process. You will have an opportunity to tailor training to meet your needs and the needs of your employer. 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. Again, this will be ongoing discussion with you and your employer.

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

SIT20316	Certificate II in Hospitality	$2,800.00
SIT30616	Certificate III in Hospitality	$3,200.00

Careers Training Centre will accept advance payments of no more than $1000 from each individual student prior to the commencement of the course.

Following course commencement, Careers Training Centre will require agreed payments of training fees from the student/employer as they progress through individual units of competency. 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, ie. Total number of units in course divided by total course / qualification cost to give a per unit cost or regular monthly/fortnightly/weekly payments.
- Certificates and Statements of Attainment will not be issued if all outstanding fees are not paid in fill.
- 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.

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.

Language, Literacy and Numeracy Support
All students will be assessed on their Language, Literacy and Numeracy (LL&N) skills on enrollment. This assessment allows CTC to assess the student's competency with literacy and numeracy standards, to then 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 your training. If you are having difficulties in the workplace or at training, it is important to talk with your employer and or trainer. Our Mentor is available to work with you to resolve concerns and give direction to further assistance if required. Only by working together can we help you overcome difficulties. We take our responsibilities seriously and trainers and assessors will visit you in your workplace regularly and work with your supervisors to develop your skills and knowledge. If you need extra assistance Careers Training Centre staffs are 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 you next scheduled visit, please ring our Administration staff on 07 40 419 437 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.

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.

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

Assessments will be conducted by Careers Training Centre at the vocational workplace of the student after discussion with their host employer and the student, to set a mutually agreed date and time. Some assessments may be assessed in a simulated work environment, on excursions, in role plays and/or scenarios or any combination of these.

To ensure consistency in a student's performance, competency will be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances and where possible, over a number of assessment activities. Evidence of industry shifts MUST be completed within the Hospitality workplace environment are essential to the completion of this certificate.

Careers Training Centre will assist you to learn in your vocational 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.

The Training Plan
The Training Plan is the list of units of competency you need to complete for your qualification.

Our trainer and assessor will create the training plan with the student. It is important that all parties are involved in the process and identify the needs and expectations of what will be achieved. The training plan will be explained to you. This will include what each unit of competencies consists of, how it relates back to a workplace, how the assessment will be conducted, what is required to achieve competency and the expected timeframe.

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 have completed any other courses, subjects or qualifications and you would like to apply for credit transfer or RPL you should bring your documentation to this meeting and discuss this with your trainer and assessor.

A copy of the training plan is given to student and the trainer. This training plan is used to identify the units required for training and the order of training delivery.

How we Collect Evidence of Assessment
Throughout your training, you will be developing new skills in the workplace and gaining recognition of the skills you already use with confidence in the workplace.

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet

Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Practical tasks
- Group work
- Activities in the work environment
- Trainers will work with the student's employer to ensure that training and the duties undertaken in the workplace support the learning process

When your trainer/assessor comes to visit and confirm 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 vocational work place, looking at work samples, and through questioning. Some units have pre-requisites that **must** be trained and **assessed prior** to the start of training for another required unit. Students must gain competency in the pre-requisite unit **prior** to the start of training for the unit with the pre-requisite. Your trainer and assessor will identify these units for you and units with a pre-requisite are shown on all course outlines.

If you have completed a task 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 demonstration of your coffee making skills to industry timeframes and standards or answering a phone to industry standards. 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.

Careers Training Centre has established agreements with the local hospitality businesses to host training and assessments for students so that they gain the required skill and knowledge with the required resources, in a practical manner and meet the requirements under the training and assessment Vocational Education and Training packing rules. Students may be required to attend training within these businesses to access the required equipment and resources necessary for their units of competency and the qualification.

Businesses who have agreed to allow the businesses to be used for training and assessment are;

- Rainforestation Nature Park, Kuranda
- The Wildlife Habitat, Port Douglas

If you have any questions about your training or the assessment process please talk with your trainer or phone our Staff Development Manager on 07 40 419 437

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

- Critical aspects of assessment
- Elements and performance criteria
- Essential knowledge and skills
- Range statement

You may request must submit an RPL Application Form. Application forms are available from your trainer /Assessor.

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 organization 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 tutorials, 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 keep 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 your training, your trainer will have verified the skills attained. At the end of the required units of competency, your trainer will check that the record book is totally completed and that all evidence has been collected.

Our courses are Nationally Recognised Courses. 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 student and the trainer / assessor, then a Completion Agreement form is completed. (available from your trainer). This Completion Agreement will be signed by both parties within 5 working days after the student and assessor have agreed to complete.

Once the student and the assessor from Careers Training Centre have signed this Completion Agreement, the training contract and training plan ends. The date on which all signatures are finalised, becomes the Actual Completion Date of Completion.

We will send you a copy of your results within 14 days of the completion date if full fees have been paid for the course/unit. Full payment must be received prior to the issuing of this qualification or statement of attainment.

On completion we will ask you to complete a questionnaire and feedback form. The information collected in these forms is used to review and improve our services and standards. It provides vital information about how CTC as a training organization, performs and also provides relevant statistical information that is reported back to the National Vocational Regulator. You can opt to remain anonymous if you wish.

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 the National Training Information Service 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

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 it's 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 completes 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 participates 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.

If you need extra assistance Careers Training Centre staff are always willing to arrange one on one tutorial 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.

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.
- Access current and accurate records on request
- 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.

Work Placements:
This qualification can be applied to students who are unable to assess a workplace. The training and assessment environment where access to normal hospitality operations is not available, the delivery and assessment will be in a vocational work placement. Work placement MUST be completed to gain competency within the hospitality industry. The number of shifts required in industry vocational placement is:

- 12 shifts for a Certificate II in Hospitality
- 36 shifts for a Certificate III in Hospitality to Diploma Level.

Students must complete the work placement requirements of the Training package prior to the issuing of the qualification or statement of attainment.

Careers Training Centre has established agreements with local industry to host training and assessments for students so that they gain the required skill and knowledge with the required resources, in a practical manner and meet the requirements under the training and assessment Vocational Education and Training packing rules.

Businesses who have agreed to allow their businesses to be used for Hospitality training and assessment are;

- Rainforestation Nature Park, Kuranda
- The Wildlife Habitat, Port Douglas

Careers Training Centre will ensure learners have every reasonable opportunity to complete their training program.

The vocational placement employer will support and encourage students/ employees to ACHIEVE SUCCESS by:

- Allowing student to participate in the training to be delivered by the training agreement and the Training Plan
- Encourage and support the student to participate in the required training.
- Allow the student time and opportunity to gain the skill and knowledge required for duties within the business
- Meet their State and Federal legislative requirements as a business and an employer
- Supply equipment and resources suitable for students to gain competency or to advise Careers Training Centre where this is not possible in their business.
- Supply regular and ongoing feedback to Careers Training Centre and the student for continuous improvement and assessment purposes.
- Be open and honest in all dealing with Careers Training Centre and the student
- Advise Careers Training Centre of any changes that will impact on students completion and success

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) 40419 454. 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 will be automatically updated every three months with a copy of their progress but are able to seek information at any time.

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.

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 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.

Complaint Procedure
If participants have a compliant 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 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 compliant as soon as practical to discuss the complaint and seek a resolution. Contact details- Email careers@capta.com.au or 07 40 419437

A 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 is dissatisfied with the decision of the trainer or assessor, the student 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 have a maximum period of four weeks in which they can appeal an assessment and lodge a compliant.

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 this qualification are able to work in many hospitality or tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic hospitality and tourism industry needs. It recognises the diversity of hospitality operations and the increasing industry trend for operators to provide specialised hospitality and tourism products. The types of enterprise to which this qualification 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.

Visit http://discoverhospitality.com.au/career-paths/ 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 Tourism or the Diploma of 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.

On completion or withdrawal from your Certificate III, Careers Training Centre has an 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

You can also contact us on Email careers@capta.com.au or on our Website and download a feedback form:
www.careerstrainingcentre.com

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 feedback forms available for students and employers to complete.

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, Training and Employment.
'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.