

Correct Training Systems



Student Handbook

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www.correcttraining.com.au

Welcome to Correct Training Systems

On behalf of the staff and trainers at Correct Training Systems (CTS) we welcome you as a student and wish you success in your new learning experience.

It is important that you read this handbook prior to the commencement of your training program. It contains important and useful information that you may need to use throughout your training program. You are encouraged to access your trainers or staff at any time to assist you with any issues or questions that arise during your study. Additionally, information will be provided at each course induction and with each unit of competence. Our website may also provide additional information on courses and our company.

CTS is a Registered Training Organisation (RTO # 88118) with more than 10 years experience in delivering progressive, quality and cost effective training and development solutions for our food industry clients.

Correct Training Systems focuses on providing training from nationally accredited training packages in food processing. If we can assist you with information about short courses, or further training then please contact us on the details below or visit our website on www.correcttraining.com.au

Congratulations on taking this step forward. Gaining a nationally recognised qualification will foster your development and recognition as a food industry professional.

The Management Team
Correct Training Systems

Contact Details

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1. Student Information

You are about to become a student in the process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered, assessed and issued by a Registered Training Organisation (RTO).

As a Registered Training Organisation, Correct Training Systems must comply with the National Vocational Education and Training Regulator Act 2011 (NVR Act), and meet the requirements of the Vocational Education and Training (VET) Quality Framework including the Standards for Registered Training Organisations (RTO's) 2015 . ASQA audits RTO's , such as Correct Training Systems to ensure the delivery of nationally consistent, high quality training and assessment services.

As a Registered Training Organisation, Correct Training Systems adheres to this system and does all within its power to remain compliant. From time to time students will be required to complete information that will assist us in remaining compliant with this system. The information provided in this student handbook, is part of our quality and compliance system, as is the student registration and student declaration form that needs to be completed by each student.

As a student you should be aware that CTS is required to:

- Provide training and assessment that is responsive to industry and learners needs and meet the requirements of training packages.
- Operate in a quality assured systematic manner
- Maintain and supply accurate AQF documentation, certification and records of a student performance for each unit of competence in a timely manner
- Supply accurate records of attendance, and coursework completed, in a timely manner.
- Provide accurate and transparent information to inform learners and clients regarding the RTO and training products, and rights and responsibilities.
- Ensure that a student demonstrates the required skills, knowledge and workplace competence, as per the requirements outlined in each industry training package.
- Provide training of a high quality that recognises and appreciates individual learning styles and needs.
- Provide access to relevant training and support services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have students prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Advise students of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement. Students can expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Provide a fair, efficient, effective mechanism for the handling of complaints and appeals to a review of the results of an assessment.
- Engage fully qualified, competent and professional trainers and assessors who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
- Observe their duty of care, provide a safe appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Handle administrative matters, student information and records in a timely, secure and confidential manner.

- Manage the RTO systems to ensure learners are properly resourced and protected

Prior to enrolment all students will have received information on the training product they are undertaking, including course outcomes, course requirements, delivery and assessment plans and options. Students also receive information about CTS policies including RPL, fees & refunds, complaints & grievances, privacy and confidentiality and support services by means of this student handbook.

1.1 Student Responsibilities

Correct Training Systems provides a supportive environment that is conducive to learning, ensuring safe, comfortable learning for our students. Students are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other students. All students are responsible for their own behaviour and progress within the course.

Students are expected to be responsible for:

- Understanding and accepting the enrolment conditions for the training products they undertake.
- Providing accurate information about themselves at time of enrolment, and to advise Correct Training Systems of any changes to their details as appropriate within 7 days.
- Paying of all fees and charges associated with their course within the agreed time frame and providing their own course requirements where notified. Liaise with workplace employer regarding any payment agreement between the two parties.
- Recognising the rights of staff and other students to be treated with dignity and fairness, regardless of race, gender, culture, age, religion, and ability
- Behave in an appropriate and acceptable manner towards all students and staff
- Notifying Correct Training Systems if unable to attend a scheduled class, or complete scheduled training or assessment tasks
- Attend in a regular and punctual manner at scheduled training and assessment sessions
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people, or dining areas.
- Securing their personal possessions while attending training and assessment.
- Promptly reporting all incidents of harassment, concern or physical injury to Correct Training Systems administration office
- Following instructions and respecting Correct Training Systems property and observing policy guidelines and instructions for the use of any equipment, PPE, including appropriate use of personal mobile phones, internet, computer and electronic devices
- Seeking clarification of their rights and responsibilities when in doubt
- Submitting sufficient, valid, reliable and authentic assessment evidence to achieve competency
- Maintain personal progress records of student learning and assessment
- Refrain from consuming food or drink in the learning environment
- Conducting themselves in a controlled business like manner, including neat, clean attire
- Delivering feedback, and assist CTS in their continuous improvement processes
- Be aware of their rights, responsibilities and Correct Training Systems procedures as published and distributed.

1.2 Disciplinary Procedures

Should a individual student breach the above responsibilities as a student enrolled with Correct Training Systems, the following measures are in place:

- 1) Incident Report will be completed by those involved in the breach (Please contact CTS administration for a copy of the appropriate documentation if required).
- 2) Student attends a interview with CTS administration as soon as possible after the incident. The student may have a third party present during the interview.
- 3) The Interview will involve a discussion on the incident, the consequences and future behaviour requirements if the student is to continue the course.
- 4) If the student is to continue the course an 'Action Plan' will be developed. This will state the agreed steps to be taken and monitored, to ensure further breaches do not occur. The 'Action Plan' will also state that the consequences of further mis-conduct will be instant dismissal from the course.

The 'Action Plan' is to be signed by all parties present, and a signed copy is to be kept by both the student and CTS.

Training and Assessment Policy and Procedures

Strategies for training and assessment meet the requirements of the relevant training package, and are supported by our consultation with the food industry. Staff, facilities, equipment, training and assessment materials are consistent with the requirements of the training packages and the expectations of industry. All trainers have the necessary training and assessment competencies as required in the Standards for Registered Training Organisations (RTO's) 2015.

Students are asked to complete a post-course evaluation form on the last day of the course. Students completing units of competence from a training package are asked to complete the AQTF Learners Questionnaire. This allows Correct Training Systems to gather feedback on the course, our trainers and our general service, and use this data for reporting and continuous improvement actions. Please note this feedback form can be filled out anonymously and all information is treated confidentially. Should Correct Training Systems wish to use the feedback for marketing purposes permission will be sought explicitly and documented.

1.3 Vocational Competence

Competency based assessment is the foundation of all industry training packages. It emphasises assessment be based on what an individual can do, in the workplace, as a result of training. Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

A competency standard is a nationally agreed statement of the skills and knowledge, considered by industry to be required for effective performance in a particular job function or task. You will be assessed as "Competent" when you can demonstrate the required skills and knowledge, and apply them to the standards expected in a workplace setting. Competency standards, or "units" have various sections that outline the key outcome, the work activities and level of performance required.

1. Unit of Competence – Key work outcome
2. Elements - Sub skills or tasks
3. Performance Criteria – work activities and level of performance
4. Range of Variables- range of situations and terminology
5. Evidence requirements- information and requirements for assessments

Students are encouraged to be familiar with the unit of competence that they are completing, as this information is useful when preparing for assessment tasks, and self review of competence.

Once competence is achieved in all the performance criteria, and the student has supplied evidence that meets the requirements of the unit(s), including critical aspects of assessment evidence, the student will be marked C for Competent, or NYC for Not Yet Competent, with feedback delivered to the student. Sometimes an alternative assessment can be completed, or gaps in competence and requirements of the unit can be resubmitted. Should the student repeatedly be unable to achieve the assessment requirements of the competency standard, support services may be offered, the student may be liable to pay a fee for extra tuition and assessment opportunities, or a Not Yet Competent result may be recorded.

A Qualification is an agreed set of competency standards or units, assessed together with specific employability skills for that qualification. Correct Training Systems incorporates employability skills as part of the learning and assessment strategies for each training product to ensure that skills gained have industry application. These are embedded within the assessment tasks for each unit.

The eight employability skills are:

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- communication
- teamwork
- problem solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology

1.4 Course Admission

Correct Training Systems encourages students are to be fully informed regarding the course or qualification, prior to registration. Potential students and clients can review and check the course information about each training product, course outcomes to ensure a full understanding of the performance requirements prior to enrolment on CTS marketing information (flyers, website).

Upon receipt of a registration form each student/ client receives a course confirmation letter.

The confirmation letter:

- confirms registration of the learner for a specific scheduled training product
- confirms the arrangements for the training delivery
- payment advice or instruction
- outlines pre enrolment information
- instructions for USI information
- Individual needs
- course prerequisites
- assessment requirements

Correct Training Systems will endeavour to ensure that students derive maximum benefit from selecting a suitable and relevant course. Correct Training System reserves the right to select students on the basis of their ability to achieve the stated competency standards and outcomes of the course, based on their previous work experience.

1.5 Delivery of Training

Correct Training Systems provides a competency-based approach to training in a classroom setting or a flexible work based setting. Competency-based training (CBT) places emphasis on a person's ability to demonstrate a set of skills, knowledge and understanding.

Competency standards from industry training packages are set benchmarks of performance that set out the skills, knowledge and attitudes required to operate effectively in a specific industry or profession. All assessments conducted by CTS follow the directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAE40110) and the Standards for Registered Training Organisations (RTO's) 2015

Students do not get a graded mark, they are deemed either Competent(C) or Not Yet Competent (NYC), i.e. they are able to meet all the requirements of the specific unit of competence or qualification. To attain a competent assessment, students must demonstrate through the provision of evidence the ability to perform tasks and duties to the standard expected in employment. The completion of individual assessment tasks are marked as satisfactory or unsatisfactory. When all assessment tasks are completed to a satisfactory level a Competent result is recorded for the student.

If students require information on their progress, they can seek that information from their trainer/ assessor. The trainer/ assessor should provide feedback and progress on assessment tasks to each student, as the student progresses through the assessments.

Correct Training Systems employs skilled and qualified trainers and assessors who hold an appropriate qualifications as well as having industry experience. They have as a minimum the following combination;

- 1) Certificate IV in Training and Assessment (TAA40110) – to ensure competency in educational delivery; and
- 2) Vocational Qualifications – to ensure knowledge of the occupation or vocation in which the training is being provided
- 3) Industry Experience – to ensure the currency and relevance of the training to industry and to the student.
- 4) Ongoing professional development history in Vocational Education and Training

Training courses are usually delivered through face-to-face, small group classes. A variety of theoretical, experiential, practical and interactive delivery strategies are employed in the classroom. Strategies may include: trainer presentation and demonstration, observation and practice, workshop practise, written work, discussions, question and answer sessions, case studies, projects, role play and structured exercises.

1.6 Assessment of Competence

Assessment is carried out in accordance with the National Vet Regulator Standards and demonstrates compliance with the four principles of assessment;

- Validity
- Reliability
- Fairness; and
- Flexibility

These principles of assessment are addressed in the;

- Design, establishment and management of the assessment system for Training Packages
- Development of assessment tools; and
- Conducting of the assessment

The four Rules of Evidence guide the collection of student assessment evidence. Your assessment work should be:

- Valid – (related to the unit of competence that is being assessed, and the required skills, knowledge and attributes)
- Sufficient – (enough to address the requirements of the unit of competence and workplace expectations)
- Current – (completed recently, to ensure performance matches current workplace practices)
- Authentic– (your own work)

The assessment and evidence requirements, as far as possible, are designed to avoid putting an undue workload on participants, balancing the need to assessment evidence to meet the requirements of each unit, reflect workplace expectations, holistic workplace practice, yet not be over burdensome.

Methods of assessments may include a combination of the following:

- Case Study
- Observations

- Role Play/ Simulation
- Short questions and answers
- Portfolio
- Written assignments/projects
- Questions / Discussions
- Third party or supervisor report

Reasonable adjustment can be made to any assessment task, and consideration can be made for language, literacy or cultural issues related to any assessment task. Students can discuss alternative methods of assessment, and producing evidence of competence with their individual trainer and assessor. All students will be given the opportunity to resubmit assessments tasks which are deemed as NYC.

All assessments must be the individuals own work. Students are instructed to keep a copy of their own assessment work. All assessment work should be clearly named, with a CTS cover sheet completed. Students will be clearly informed of the final due date for assessment work. The default for the due date for any assessment task is one month from the date of training delivery, unless otherwise specified. Extensions for assessment work must be requested and negotiated with the trainer in writing, prior to the due date. Penalties for late submission will occur if extended deadlines are not met. Should a student dispute a assessment decision the appeals policy and procedure applies.

1.7 Recognition of Prior Learning (RPL)/Recognition of Current Competence (RCC)

Recognition of Prior Learning (RPL) acknowledges that people can achieve competence in a variety of ways including formal training, previous work and life experience. If you have previous knowledge, skills or experience that is relevant to your studies, then you may not need to complete the assessment tasks for certain units of competency.

You may choose to apply for RPL to:

- Reduce the need for training in skills and knowledge that you already have
- Save time by not attending class training sessions
- Compile your own evidence of competency, rather than completing the set assessment tasks
- Complete your qualification in a shorter time frame
- Build confidence and motivation

Under the Standards for Registered Training Organisations, all Registered Training Organisations must ensure that systems are in place to determine and accept students' prior learning and offer RPL and RCC to all applicants on enrolment. Correct Training Systems is committed to the recognition of prior learning and recognises all AQF Qualifications, and Statements of Attainment issued by other RTO's.

The direct recognition of the competency unit completed at another RTO is known as mutual recognition or credit transfer. Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE colleges, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works in two ways:

- Students receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load
- Students are exempt from certain introductory units but are still required to complete the total credit points or hours for the course

Credit transfer may also be referred to as 'advanced standing'.

Correct Training Systems students may apply for an Recognition of Prior Learning (RPL) or Recognition of Current Competence (RCC), or Credit Transfer (CT) assessment related to the competencies/units included in their course, when registering for a course or qualification. For those commencing a traineeship it is vital to identify opportunities to claim Recognition or Credit transfer, when the training plan is being compiled, prior to the commencement of training.

You may request more information and an RPL application kit from Correct Training Systems, prior to the course commencement. However, you must be enrolled in the course/ qualification and have paid a enrolment fee before applying for RPL/RCC.

Once your registration form has been completed, and you have indicated that you wish to apply for RPL, you will receive an RPL/RCC Information Kit. The RPL/RCC process requires the student to complete the application agreement, provide supporting evidence in an organised manner, referenced to the unit of competence requirements, and to possibly attend a recorded supplementary interview.

In order to grant RPL for a unit of competence, the assessor must be confident that you currently have the skills and knowledge as required by the unit. The evidence that you compile can take many forms, and could include certificates, current resume, job descriptions, workplace references, testimonials from clients, projects, and workplace samples.. The assessor must ensure that evidence of competence is:

- Current
- Authentic
- Valid
- Sufficient

The details of this process are stated in the RPL/RCC Kit, and CTS staff are available for any further guidance. Any additional costs for RPL will be clearly outlined to individual students prior to the commencement of the RPL/RCC process. Should a student dispute a RPL assessment decision the appeals policy and procedure applies.

1.8 Withdrawal from study

If you are considering withdrawing from the course, please consult your trainer/ assessor to discuss the reason, as there may be other options available to you to complete the course, at a alternative time.

You can withdraw from a course at any stage, and may be eligible for a Statement of Attainment for subjects successfully completed up to withdrawal. If you don't attend the training delivery and do not submit assessment task work, you risk receiving a NYC grade. Please ensure all requests to withdraw from a course are submitted to Correct Training Systems in writing. There is no automatic re-entry into a future course if students fail to complete the units of competency in the course in which they were originally enrolled.

1.9 Cancellation of Training

CTS does understand that sometimes you are unable to make your scheduled training appointments. However visits from your trainer are critical to your progress. Please value the time your trainer has dedicated to assisting you. If you need to cancel a scheduled training date please give your trainer at least 7 days notice.

If you are unable to contact the trainer directly, please contact the office on 1300 769 937 or email at info@correcttrainingsystems.com.au

If training is cancelled for an extended period of time, or you do not submit adequate assessment work on time, we may have an obligation to inform your employer and the government that you are not meeting your obligations if you are undertaking a government funded program.

Making sure that you are organised for training and assessment helps you demonstrate employability skills such as time management, self management and communication.

1.10 Issuance of AQF Qualifications and Statements of Attainment

Your results will be recorded in a Statement of Attainment listing the units of competence you have achieved. A Certificate listing the name of the course/ or qualification may also be issued if the requirements of a qualification have been achieved. These documents will be generated within 30 days of successful completion of a nationally recognised unit of competence or qualification provided all agreed fees have been paid in full to CTS. The certificates and statement of attainment are issued in compliance with the requirements of the AQF Qualifications Issuance policy and the Standards for Registered Training Organisations 2015

Certificates and Statements of Attainment are either presented to students on the final day of the course or posted out to students or client/ employer/ organiser upon successful completion of the assessment tasks. The name you have written on your registration form is the name that will appear on your Certificate. Please note your results and certificates will be withheld if you have any fees owing at the completion of the course. It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us.

Correct Training Systems issues all AQF certificates on copy protected certificate paper. Our certificates reveal a hidden alert when copied or scanned, to prevent fraudulent reproduction of certificates. All certificates are signed in person with no digital signatures used.

Make sure you keep copies of your Certificate/Statement of Attainment in a safe place. They are useful career documents and you should show employers the results you have achieved.

All students who hold a verified USI and have results recorded after 1 January 2015 will be able to access the AQF records through the USI systems.

Please note, if you require a copy of the Certificate/Statement of Attainment contact Correct Training Systems administration and in writing, giving your name, the course name and start date or complete a recertification form. Please note there is a reissuing fee cost of \$50 (incl. GST) for each copy of a reissued certificate or statement of attainment copy. You will be required to provide proof of identification.

2. Student Management

2.1 Consumer Protection

Correct Training Systems provides consumer protection as part of its provision and delivery of quality training and assessment products and services. This is part of our obligation as an RTO to ensure that the rights of our clients, stakeholders, customers are protected and they are fully informed with clear accurate information.

We comply with the relevant Commonwealth and State Legislation and regulations to ensure consumer protection, including but not limited to the following:

- Standards for Registered Training Organisations 2015
- National Vocation Education and Training Regulator Act 2011
- Smart and Skilled NSW Quality Framework
- Smart and Skilled Consumer Protection Strategy
- Privacy and Personal Information Protection Act 1998
- Government Information (Public Access) Act 2009.
- Australian Consumer Law 2011

We implement the following internal policies and procedures to ensure appropriate consumer protection:

- Harassment and Discrimination policy
- Fees & Refunds
- Complaints
- Assessment Appeals Process
- Records Management
- Privacy Policy
- Disciplinary procedures
- Training & Assessment Policy and Guidelines
- Continuous Improvement Policy

We provide accurate information to clients and student about rights and responsibilities by means of the student handbook.

We also provide information through various means such as marketing flyers, service proposals and agreements, confirmation correspondence, enrolment documentation. Information that protects consumer rights of our clients and students includes

- an accessible complaints procedure
- an accessible assessment appeal procedure
- an accessible fees and refunds policy
- an accessible privacy policy

The Operations Manager is the nominated Consumer Protection Officer who manages any consumer related enquiry. Please contact The Operations Manager for any assistance or to access support services whilst undertaking training and assessment.

If consumer or student issues cannot be resolved by both parties in a timely mutually satisfactory manner, there is an option to seek assistance or a review from a range of independent organisations such as:

- Community Justice Centres 1800 990 777
- ASQA (Australian Skills Quality Authority) Ph: 1300 701 801
- NSW State Training Services: State Training Services Customer Support Centre Ph: 1300 772 104
- NSW Ombudsman Ph: 02 9286 1000

- NSW Fair Trading Ph: 13 32 20

Please Note: this information is for guidance purposes only and should not be used as a substitute for formal legal advice to gain independent advice

2.2 Harassment

At all times Correct Training Systems will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, employer or client or other such stakeholder is entitled to expect the following rights:

- The right to learn, teach or carry out their duties.
- The right to be treated with respect and treated fairly.
- The right to be safe in the workplace emotionally and physically. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. The person responsible for the management and corrective action and outcome of any appeal or complaint must be independent of the circumstances, showing procedural fairness. This may require arrangements with an independent third party.
- The right to inform Correct Training Systems management of any harassment or discrimination. Management has the responsibility to take timely and appropriate corrective action to address the issue and mitigate the likelihood of reoccurrence.
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal. All records of all complaints and appeals should be maintained in a secure manner, with confidentiality of the matter being paramount
- The right to the assurance that whenever possible, all complaints will be resolved fairly by a process of discussion, cooperation and conciliation.
- The right to have complaints and appeals acknowledged in writing and finalised as soon as practicable (aiming for less than 60 days), with regular updates provided to the complainant or appellant on the progress of the matter
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in reporting and resolving the issue. No party is to be marginalised or disadvantaged.

Students have the responsibility to:

- Allow others to learn,
- Participate in group work , discussions and activities in a socially acceptable manner
- Keep the learning environment safe by not threatening, bullying or hurting others in any way,
- Keep the learning environment safe by following any reasonable instruction
- Not bringing illegal substances, alcohol or weapons into the learning environment
- Refrain from stealing, damaging, or destroying the belongings of others.
- Conduct themselves in a business like manner (including neat and clean attire)
- Ensure all behaviour respects equal rights for all students regardless of gender, race, culture, age, religion, gender preference and abilities
- Inform Correct Training Systems of any concerns they have, in an honest, timely, factual manner.

Victimisation is unacceptable and will not be tolerated. Staff and students should not make any frivolous or malicious complaints. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers, or other students.

Correct Training Systems incorporates all feedback as an opportunity for continuous improvement.

2.3 Fees and Refunds

Fees:

Correct Training Systems, charges fees on all courses offered whether they are accredited or non-accredited. The fees payable for each course/ qualification payable by an individual student are identified clearly on course information flyers.

The payment of fees will be accepted by credit card, direct debit or cheque only. Individual students can make a maximum payment of \$1500 prior to commencement of the course. Following course commencement Correct Training Systems payment of additional fees attributed to tuition or other services may be required, however this amount will not exceed \$1500 per student in advance.

Correct Training Systems will put in place suitable fee protection arrangements (as required by the Standards for Registered Training Organisations 2015) to protect student prepaid fees of over \$1500 if circumstances require this.

All students or clients who are paying fees will be issued a tax invoice/ receipt.

Correct Training Systems also levies fees on its Recognition of Prior Learning (RPL) process. This fee is varied depending upon each unit of competence and RPL application.

The course material provided by Correct Training Systems to students shall become the individual student's property. However, the content of the course materials, including copyright and all other such intellectual property rights contained therein, such as photos, checklists, remain the property of the Correct Training Systems, and copyright will be enforced. Students or clients may not reproduce any part of the course materials without the prior written consent of the College. Students who require replacement of issued text or training material may be liable for additional charges to cover the cost of replacement such as printing and handling charges.

Refunds:

Correct Training Systems has in place a fair and equitable refund policy.

Correct Training Systems will refund the cost of the course enrolment fee if:

- The student has overpaid the actual amount of course fee
- If Correct Training Systems fails to deliver the agreed training product, ie cancels the course
- If the student is in receipt of a government benefit where education associated fees are waived. (Suitable , current documentary evidence will be required before a refund can be issued)
- If the student has decided to withdraw more than 5 working days before the commencement of the course
- If the student is unreasonably disadvantaged if not given a refund due to a serious outside event such as change of employment arrangements, medical treatment, illness, bereavement or pregnancy.

Correct Training Systems will not refund course enrolment fees if:

- The student cancels or withdraws less than five working days prior to the course commencement
- The student withdraws after the commencement date of the course
- The student is deemed Not Yet Competent, or does not attend or complete the training and assessment of a training product.

All requests for a refund must be submitted in writing, clearly outlining the students' circumstances addressed to the Operations Manager. In these situations Correct Training Systems may offer the student an alternative place in another course. A substitute student may be nominated to attend the original course without penalty. Correct Training Systems will provide all refunds within 14 days of a refund request and all refunds will be documented and repaid by the same financial means of transactions.

Client group courses that are cancelled without adequate notice (5 working days) will incur full course charges, including any out of pocket expenses.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is also able to pursue other legal remedies that are appropriate.

Head Office NSW Fair Trading 9895 0111

2.4 Complaints

Correct Training Systems will deal with any complaint in an effective and timely manner. Correct Training Systems ensures that any student can make a complaint without retribution and have the complaint settled within an agreed time frame. All stages of the complaint process will be documented in writing, in a CTS complaints file managed by the Operations Manager. All complaints will be reviewed on a regular basis, as part of Correct Training Systems management review and continuous improvement.

In the event of a complaint the student should first approach the person with whom they have a grievance with an attempt to informally resolve the problem.

If the student, or other stakeholder feels that this is not possible, or they were unsuccessful in their own attempt at achieving a resolution, the person should seek the support of their trainer/ assessor or another support person who will assist in providing and completing a formal incident/ complaint/appeals form.

If you wish to lodge a formal complaint on any matter other than the academic decision our procedure allows for;

- An informal approach to the person with whom the student has the complaint/appeal
- An opportunity to meet with a representative from Correct Training Systems, who will document the complaint using the CTS incident complaint appeals form
- Nominate a support person to accompany them at any stage of the dispute resolution process.
- An opportunity for all parties to be informed of concerns / allegations and formally present his or her case in a timely manner
- A staff member who has not been involved in the appeal to investigate and review the complaint so as to resolve the complaint in an unbiased manner
- An independent review by an external consultant or appropriate body.
Independent mediation is available through Community Justice Centres, Department of Justice, National Alternative Dispute Resolution Advisory Council (NADRAC)- Attorney Generals Department. Any cost involved in engaging an independent third party will be split equally between the complainant and Correct Training systems
- Outcomes of the complaint to be documented and distributed to all stakeholders in a timely manner.

Also refer to harassment policy:

- The person responsible for the management and corrective action and outcome of any appeal or complaint must be independent of the circumstances, showing procedural fairness. This may require arrangements with an independent third party.

- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal. All records of all complaints and appeals should be maintained in a secure manner, with confidentiality of the matter being paramount
- The right to the assurance that whenever possible, all complaints will be resolved fairly by a process of discussion, cooperation and conciliation.
- The right to have complaints and appeals acknowledged in writing and finalised as soon as practicable (aiming for less than 60 days), with regular updates provided to the complainant or appellant on the progress of the matter. When complaints or appeal takes longer than 60 days to manage the appellant of complainant must received written communication why the response and resolution is taking so long and be regularly updated on the matter.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in reporting and resolving the issue. No party is to be marginalised or disadvantaged.

2.5 Assessment Appeals

Correct Training Systems have processes in place for students enrolled in a course or qualification, who wish to appeal against academic results and decisions. An appeal process may be instigated if a student is deemed “Not Yet Competent” in a unit of competence, and the student genuinely believes that he/ she has been disadvantaged, or has grounds for appeal. Any appeal about the assessment decision or process will be treated seriously and dealt with promptly, professionally and fairly.

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with Standards for Registered Training Organisations

Appeal Procedure

If you wish to lodge an assessment appeal our procedure allows for;

- An informal approach to the trainer/assessor with whom the student has the appeal
- An opportunity to meet with a representative from Correct Training Systems
- Nominate a support person to accompany them at any stage of the appeals process
- An opportunity for the person to formally present his or her appeal, and suitable evidence supporting the assessment review.
- An opportunity for the trainer/ assessor to formally present their case, and suitable evidence supporting the assessment decision.
- An appropriate qualified staff member who has not been involved in the appeal to investigate and review the appeal.
- An independent review by an external consultant or appropriate body.
Independent mediation is available through Community Justice Centres, Department of Justice and Attorney-General and the National Alternative Dispute Resolution Advisory Council (NADRAC).
- Outcomes of the appeal to be documented and distributed to all stakeholders

Appeals must be lodged within 30 days of the appellant being advised of his or her assessment result. Also refer to harassment policy:

2.6 Records Management

Correct Training Systems have systems in place to record the personal details of course/ program students, enrolments, systems used for recording of competence standards studied, evidence of assessment, and results.

Records Management

Correct Training Systems is committed to keeping accurate and confidential records of students and clients. All records are maintained through a combination of manual and computer based systems designed to ensure timely and detailed information is provided to all necessary stakeholders.

Only authorised personnel at CTS can access student records, which are maintained in a secure manner. Correct Training Systems maintains a data record system, which is compliant with the AVETMISS student management data requirements for RTO's. Data will be retained to enable reissuance of AQF certification for up to 30 years. Each student's record will include national student identification data and a USI number for all students since January 2015. All AQF certificates are printed on copy protected certificate paper.

Personal Details

All personal details are kept confidential, and stored in a manual file and a internal student management database. Student personal details will only be released for legal, regulatory, educational, statistical, reporting, verification requirements as necessary. This may include the Department of Education, Australian Apprenticeship Centres and the student's employer/ or client. Students' testimonial comments or other identifying material from course evaluations or other correspondence may be used in Correct Training Systems marketing material, provided explicit documented consent is gained for their use. No details are released to any other organisation for marketing purposes, other than those requiring information for course funding or student results.

Assessment records

Assessment records are a permanent record of achievement of a student's performance. All records are maintained of a student's attainment of units of competence, and qualifications, for a period of 30 years. Individual assessment records are retained for each student for one years after exit or completion of the course or qualification. Student results will only be released for legal, regulatory, educational, statistical, reporting, verification requirements as required for compliance reasons. Students are advised to maintain their own records of progress, on an individual training plan, or assessment workbook. Students are advised to retain a copy of any assessment work, and to store their Statement of Attainment, or Qualification in a secure manner.

Refer also to Privacy and Confidentiality Policy

3. General Policies and Procedures

3.1 Discrimination

Correct Training Systems supports equal opportunity in the selection of staff, trainers and students. Correct Training Systems is committed to providing opportunities to all people for advancement in training on an equitable basis. We ensure that our selection is non-discriminatory, providing fair access to training to all people.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. We ensure that all students are provided with an equal opportunity to learn and progress through. Appropriate student support services will be provided to maximise the chances, for all students to achieve positive learning outcomes. Training resources, techniques and assessment tools are free from discriminating material.

Some examples of support strategies include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.
- Relevant and adequate resource allocation, including translations of key food safety bulletins and publications, audio podcasts, use of visual material, use of interpreters.
- Non discriminatory student admission procedures
- Industry consultation and training needs analysis to identify any learning needs or requirements prior to registration or program commencement.
- Providing a positive learning environment, free of harassment, discrimination or bullying
- Promote staff development to assist staff and trainers to further develop support strategies
- Provision of a variety of professional support services and referral agencies (see Support Services)

Any issues or questions raised regarding access and equity can be directed to the Operations Manager.

This policy is a mechanism to demonstrate Correct Training Systems commitment to providing opportunities for all people to meet their personal goals, and reflects a positive intent under the following legislative requirements:

- Disability Discrimination Act (1992) Commonwealth
- Sex discrimination Act (1992) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the education of Aboriginal and Torres Strait Islander people (1996-2002)

3.2 Student Support Services

Correct Training Systems will access appropriate support services for participants as required. Students are invited to contact their trainer or Correct Training Systems staff if they are experiencing any particular study difficulties, IT issues or language barriers, etc. Staff will be available to provide assistance and referrals as appropriate.

Furthermore students seeking guidance on other matters may make an appointment at any time to see their trainer, or the Operations Manager for advice relating to:

- managing time
- setting and achieving goals

- motivation
- ways of learning
- coping with assessments
- learning styles

If students require medical assistance, Correct Training Systems will ensure contact is made with emergency services or a medical practitioner on request of the student.

Most of our courses are short 1-2 day workshops, aimed to assist those working in the food industry refine, confirm and develop their specialist skills and knowledge.

Please note we want our students to succeed and enjoy their learning experience. Correct Training Systems however does not have extensive welfare and support services for participants. If participants are having difficulties our trainers and assessors will work with individuals to provide an appropriate assistance to complete the training and assessment, or may refer the student to external resources for further assistance.

Participants are encouraged to disclose any problems or issues they may have in learning, prior to commencement and enrolment.

This can be done by communicating with CTS prior to commencement or on the enrolment form. CTS and the trainer / assessor will try to identify what issues the participant may face and adjust the learning and assessment strategy for that student accordingly as reasonable adjustment.

Such adjustment may include:

- Explanations of parts of the learning or assessment that have not been understood.
- Repeat of classes (subject to availability)
- Instructional assistance (as appropriate)
- Extra time on assessment tasks as appropriate and agreed
- Individual or group coaching subject to agreement by the employer/ student
- Use of demonstration of tasks (in a simulated or workplace environment)
- Use of relevant samples, proformas, templates
- Use of simple diagrams and charts
- Student verbally answering questions or demonstrating rather than writing an assessment, in order to overcome language and literacy barriers. Assessor to record observations and answers.
- Use of visual aids such as simple powerpoint presentation, minimal text.
- Incorporating actual workplace materials, or modelling tasks on familiar workplace activities or templates

We do not offer career guidance, intensive language and literacy assistance or welfare advice given the length of our courses and our specialist expertise.

A list of some student support services is available below. For more comprehensive information you may need to refer to other sources, directories or the internet.

Centrelink Career Information Centre	www.centrelink.gov.au
Speld NSW	www.speldnsw.org.au
TAFE NSW Information Line	www.tafe.nsw
Australian Apprenticeship Referral Line	www.australianapprenticeships.gov.au
Anti Discrimination Board NSW	www.lawlink.nsw.gov.au
Mission Australia Helpline	www.missionaustralia.com.au
Lifeline (24 hours)	www.lifeline.org.au

3.3 Language, Literary & Numeracy (LL&N)

Correct Training Systems aims at all times to provide a positive and rewarding learning experience for all our students. It is our policy to identify and determine the LL&N Skills required in a Competency Standard to ensure the training and assessment process is valid, fair, reliable and flexible for all individuals. Where language, literacy and numeracy competency is essential we will make every effort to ensure that you are appropriately supported to enable you to complete your training.

The majority of our training products require the application of relatively high levels of language, literacy and numeracy.

They typically require technical knowledge, application of legislation, industry standards and communication of workplace procedures to others.

Typically students will need to be able to demonstrate capability of operating at the following levels, in order to successfully complete the training and assessment for our training products.

Reading. ACSF level 3 -Evaluates and integrates information and ideas to construct meaning from a range of familiar and some unfamiliar texts and text types. Eg the ability to read industry legislation and standards, workplace policies and procedures.

Oral (Speaking). ACSF level 3 -Uses appropriate strategies to establish and maintain spoken communication in familiar and unfamiliar contexts. Eg the ability to verbally communicate food safety responsibilities or issues to others

Number (Numeracy). ACSF level 3. Selects and interprets mathematical information that may be partly embedded in a range of familiar , and unfamiliar tasks and texts. Eg the ability to perform simple monitoring and recording of measurements, percentages, and use calculation software.

Writing. ACSF level 3 -Select vocabulary, grammatical structures and conventions appropriate to the text. Eg the ability to write a workplace report, corrective action request, internal audit report

Learning. ACSF level 3.- Plans, implements and adjusts processes as required to achieve learning outcomes. Eg the ability to research information on the internet as relevant to the workplace

The registration form requests provision of information regarding each student's special learning needs, including LL&N requirements. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements. Client employers are asked to identify any potential LL&N issues prior to training commencing as part of the industry consultation process. Correct Training System distributes a simple LLN questionnaire, prior to enrolment to assist in the identification of those students with possible LLN deficits.

Potential students who do not have the required levels of language literacy and numeracy may be referred to a specialist provider of Language Literacy and Numeracy assistance.

Some examples of the support strategies that Correct Training Systems can offer include:

Literacy

- Providing students only essential writing tasks,
- Provide handouts in an audio format via either CD,MP3, DVD.
- Provide examples and models of completed tasks,
- Extensive use of visual aids
- Ensure that documents and forms are written and formatted in plain English,

- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
- Provision of terminology guides when needed.
- Assessments can be conducted using a recorded verbal interview technique where required.
- Contextualisation of resources to suit client employer groups

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Allow use of electronic translators
- Encourage students to ask questions,
- Ask questions to confirm students understanding

Numeracy

- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Assist students to work out what maths/calculations/measurements are required to complete the task where appropriate
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

3.4 Occupational Health & Safety

Correct Training Systems is committed to taking all “reasonably practicable” steps to providing a workplace and learning environment that is safe and healthy. CTS to provide and maintain a safe and healthy workplace and learning environment. Our Occupational Health & Safety program is dependent upon all persons, including students, staff, contractors and visitors sharing responsibility for ensuring a safe and healthy environment. CTS complies with the NSW Occupational Health & Safety Act 2000 and national OHS initiatives

The following procedures and standards must be observed by all students to achieve a safe working and learning environment;

- Maintain a safe, clean and efficient working environment
- Follow procedures and practices ,in accordance with national, State and Local government health regulations
- Store and dispose of waste according to health regulations
- Check all equipment for maintenance requirements.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- Ensure all unsafe situations are recognised and reported
- Ensure a floor warden is nominated and attends all building specified fire warden training
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

3.5 Drugs, Alcohol and Inappropriate behaviour

The use of drugs and alcohol is strictly prohibited whilst engaged in any learning and assessment activity. Correct Training Systems enforces a zero tolerance policy toward the use of illegal drugs, alcohol and bullying, offensive language or aggressive behaviour whilst attending training and or undertaking assessment. Any student who is affected by the use of substances will be subject to disciplinary action, and will be asked to leave the learning environment immediately.

3.6 Privacy

Correct Training Systems is bound by National Privacy Principles under the Privacy Act 1988 (Cth). Correct Training Systems is committed to protecting your privacy, your personal information and records related to your course. Personal student files only contain information pertinent to the student's training program and are managed in a confidential and secure manner.

Student Information collected:

Initial registration information registers your interest in attending a scheduled training event. It secures a place in the scheduled training product, or scheduled delivery at a client worksite.

When you complete the Correct Training Systems Enrolment Form as part of the orientation into the training and assessment for a training product, you become a 'student' with Correct Training Systems. The details you provide on the Enrolment form are entered into the student management system (SMS), which is a database containing personal and enrolment information of all of our students. The data is kept securely on servers and computer systems located in our Head Office in Sydney, accessible by our administrator only, and backed up remotely by our SMS provider.

To allow us to operate as an effective RTO it is necessary to collect and store relevant personal information from enrolment forms, training schedules, attendance lists and assessment records. The information we keep about you includes: your personal details, such as your address, contact details, and your date of birth; USI number, the training product you are enrolled in; how much you have paid and your payment arrangements (if applicable); your progress for each Unit of Competency; and copies of correspondence we have had with you. This information is treated as confidential within the organisation and is used for the purpose for which it was collected or for a related purpose. This allows us to

- provide the training and assessment services
- to fulfil administrative functions associated with these services
- to enter into contracts with you as applicable
- Inform students about additional or upcoming courses available where relevant
- gather feedback from students regarding training for the organisation's performance and continuous improvement
- manage client relationship as applicable.

The organisation takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets or locked storeroom
- only providing staff with access to personal information
- destroying information in a secure manner after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- not releasing information to third parties without prior written authorisation from the student

Student Information- sharing of data

It is mandatory for Correct Training Systems as an RTO to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes particularly where funding supports the training. The organisation does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law and mandatory compliance requirements to do so.

Examples of mandatory reporting requirements that Correct Training Systems is required to supply student information to third parties are:

160204 CTS Student Handbook.docx

Version date.4/02/16. This document is current at the time of printing. 4/02/2016 7:09:00 PM. This document becomes uncontrolled once printed.

1. AVETMISS reporting
At the end of each financial year, all RTOs are required to send records from the previous calendar year to ASQA (the Australian Quality Skills Authority). This system is referred to as 'AVETMISS', which is the mechanism for reporting in the VET system. It is the national standard for VET providers (RTO's) operating in Australia that ensures consistent and accurate capture of VET information about students, their courses, units of activity and the qualifications reported.
2. AVETMISS and Quality Indicators reporting
The Data Provision Requirements require relevant applicants and RTOs to show that they have adequate systems to capture and report on this data against the agreed quality indicators and the National VET Provider Collection Data Requirements Policy. For more information about the data requirements policy, refer to subsection 187(1) of the National Vocational Education and Training Regulator Act 2011.
3. USI Verification and results.
From 2015 all students need a Unique Student Identifier (USI) reference number made up of numbers and letters. This is a requirement under Commonwealth legislation and conditions of registration for all registered training organisations. All students must have a valid USI number, and grant Correct Training Systems permission to either create and/ or access the USI for each student. Correct Training Systems and other Training Organisations cannot issue a student with a qualification or statement of attainment for the training course unless the student creates and provides access to their USI. Your USI number may be disclosed to:
Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET),
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 VET Regulators to enable them to perform their VET regulatory functions;
 VET Admission Bodies for the purposes of administering VET and VET programs;
 The USI Registry System, which is managed by the Student Identifiers Registrar manages the data and the privacy of the data collected associated with the USI number. Refer to the privacy details at USI.gov.au
4. NSW Food Authority for Food Safety Certification Supervisor
5. Other authorities
We may also be required to share your information with other authorities, such as a government funding body or external auditors.

Trainers and Assessors may request access to student telephone numbers and email addresses so they are able to contact you to about your studies. If you do not wish for your contact details to be shared with your Trainer or Assessor, please advise the Operations Manager in writing. Under no circumstances are Trainers/Assessors given access to your home address, birthdate, or other such details.

Student and/or staff information may be used internally for a range of administrative, management and operational purposes. This includes:

- administering billing and payments and debt recovery
- liaising with, and reporting to, government agencies in the administration of particular funding programs.
- administering subsidies and benefits to which students may be entitled from government agencies
- planning, managing, reporting, monitoring and evaluating our services
- quality assurance and improvement activities, such as moderation, internal and external audits
- statistical analysis and reporting

The use of your information for marketing purposes will be explicitly requested, such as the option to receive our client food safety newsletter “The Correct News” on the student feedback form. “The Correct News” has a unsubscribe option every edition. Explicit permission will be gained and documented for the use of any testimonials or representations made in our marketing material.

Under the Privacy Act, students have the right to access personal information held about them. To access this information students are required to contact the Operations Manager and complete a written request for access to information. The student must verify their identity through presentation of appropriate identification. You have the right to request corrections to information and assist us with the timely provision of up to date details.

The period for which we hold your personal information and course outcomes is determined by the Standards for Registered Training Organisations 2015 and (where applicable) the conditions of any funded training contract. Generally, the College maintains sufficient digital information to allow reissuement of any AQF certification for students for thirty (30) years.

Post-completion of a course, student personal details and information can only be requested by the student, and must be in writing, with two forms of identification.

4. Student Declaration

4.1 Student Declaration- copy to keep

Student Name		Date:	
Course/ Qual		Location:	

- I understand my enrolment with Correct Training Systems will be completed when the registration form has been received and accepted, this student declaration has been completed, and any course fee has been paid or an exemption granted.
- I have read a printed copy of the Correct Training Systems Student Handbook or accessed a copy at www.correcttraining.com.au and understand my rights and obligations as a student at Correct Training Systems.
- I understand that I may apply for Recognition of Prior Learning (RPL) by marking the appropriate box on the registration form. I am aware that I must provide supporting evidence for recognition of learning against any unit of competence.
- I agree that I must submit all assessment tasks on the due date. 100% of assessments must be submitted and assessed prior to the issue of a qualification. I understand that it is my responsibility to ensure that I keep copies of any assessments submitted for marking. I understand that the cost of returning any assessment tasks, other than those I personally return myself, to Correct Training Systems by mail or email is at my own cost and responsibility.
- If I require replacement of any resources, course material and/or equipment I will be directly responsible for the cost of such material and/or equipment.
- I declare that, to the best of my knowledge, the information on my registration form and the supporting evidence supplied by me is true and correct in every regard. I am committed to commencing the course, participating in the learning and assessment activities, and will attempt to complete the course, to the best of my ability.

All details provided by me at registration are true, correct and complete. I will notify Correct Training Systems immediately in writing if there are any changes to the details which I have provided.

I have read, understood and agree to the above statements and conditions.

Student Signature		Date:	
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4.2 Student Declaration - copy to sign and submit to Correct Training Systems

Student Name		Date:	
Course/ Qual		Location:	

- I understand my enrolment with Correct Training Systems will be completed when the registration form has been received and accepted, this student declaration has been completed, and any course fee has been paid or an exemption granted.
- I have read a printed copy of the Correct Training Systems Student Handbook or accessed a copy at www.correcttraining.com.au and understand my rights and obligations as a student at Correct Training Systems.
- I understand that I may apply for Recognition of Prior Learning (RPL) by marking the appropriate box on the registration form. I am aware that I must provide supporting evidence for recognition of learning against any unit of competence.
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- If I require replacement of any resources, course material and/or equipment I will be directly responsible for the cost of such material and/or equipment.
- I declare that, to the best of my knowledge, the information on my registration form and the supporting evidence supplied by me is true and correct in every regard. I am committed to commencing the course, participating in the learning and assessment activities, and will attempt to complete the course, to the best of my ability.

All details provided by me at registration are true, correct and complete. I will notify Correct Training Systems immediately in writing if there are any changes to the details which I have provided.

I have read, understood and agree to the above statements and conditions.

Student Signature		Date:	
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