



Participant Handbook

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Introduction

Welcome to Centre for Training - ASQA Registered Training Organisation #91230.

Centre for Training Staff and trainers have a long history in the Hospitality & Health industries and are committed to providing quality training and assessment services.

Centre for Training Pty Limited offers the following units of competency as short courses either by classes, correspondence or online training.

For updates on Centre for Training's scope of registration please go to the [training.com.au website](http://training.com.au).

Code	Title	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
HLT32812	Certificate III in Health Support Services	✓	✓	✓	✓	✓	✓	✓	✓
SIT20213	Certificate II in Hospitality	✓	✓	✓	✓	✓	✓	✓	✓
SIT20316	Certificate II in Hospitality	✓	✓	✓	✓	✓	✓	✓	✓
HLTFS207C	Follow basic food safety practices	✓		✓					✓
HLTFS310C	Apply and monitor food safety requirements	✓		✓					✓
HLTFS311C	Develop food safety programs	✓		✓					✓
SITXFSA201	Participate in safe food handling practices	✓	✓	✓	✓	✓	✓	✓	✓
SITXFSA002	Participate in safe food handling practices	✓	✓	✓	✓	✓	✓	✓	✓
SITXFSA401	Develop and implement a food safety program	✓	✓	✓	✓	✓	✓	✓	✓
SITXFSA004	Develop and implement a food safety program	✓	✓	✓	✓	✓	✓	✓	✓

Our trainers and assessors are highly qualified and have extensive industry and training experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

The NVR Standards

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

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

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

Registered Training Organisations are audited to ensure compliance to the NVR Standards.

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

Legislative Requirements

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

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

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

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

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

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulations 2011
- Student Identifiers Act 2014
- Standards for Registered Training Organisations (RTO) 2014

State Based Legislation

- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Occupational Health and Safety Policy

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

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

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

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,

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

Harassment and Discrimination Policy

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

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

Staff and participants should be aware of the following definitions:

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

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

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

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

Personnel' - refers to all employees of Centre for Training Pty Ltd.

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

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

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

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

Privacy

Centre for Training Pty Ltd takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer. In some cases we will be required by law or required by the NVR Standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Centre for Training Pty Ltd will provide the opportunity for the individual to interact with them without identifying themselves.

9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

National Vocational Education and Training Acts 2011 (three of them)

These three acts are named in the legislative listing and define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTO's in most states of Australia, and any RTOs that operate in more than one state in Australia.

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

We are answerable to ASQA for our operations.

Working with Children

We do accept people under the age of 18 in our training programs.

We do comply with all Federal and State working with Children legislation such as *the* NSW Commission for Children and Young People Act 1998.

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

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

Further information on the Working with Children's Check is available from Centre for Training's CEO.

Fees and Refund Policy

Classes

If for any reason CFT are unable to deliver the scheduled training a full refund will be offered or a transfer to an alternative class, CFT will notify the student of cancellation at the earliest opportunity.

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

Total refunds

A total refund will be made in the following circumstances:

- CFT is unable to provide or ceases to provide the course for which the student has applied or is enrolled.
- Where the course is full
- If Student's application for enrolment is refused by CFT.

Partial refunds

A partial refund will only be granted if the Participant lodges a request for refund of course fees in writing no less than 5 working days before the commencement of the course. A refund will then be issued within 10 working days for the total amount paid to Centre for Training, less an administrative charge of \$50.00

- If Student withdraws more than 7 days before the course commences CFT will give Full refund less \$50 administrative fee.
- If Student withdraws less than 7 days prior to the course commencing CFT will give Full refund less \$100 administrative fee.
- If Student is withdrawn after course commences. CFT will give Full refund less \$50 administrative fee and resource costs, if up to 25% of the course had been conducted. No refund if over 25% of course has been conducted.

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

- Illness or disability.

Documentary evidence must be provided, for example a Doctors Certificate.

No refunds

A student who withdraws from a course, for whatever reason, on the day of the course will not be eligible for a refund.

If Student withdraws after the course commences. - No refund given

Refund process

Any student who wishes to obtain a refund on the above or on any other grounds should make an application in writing and forward by email to info@centrefortraining.com.au or post to PO BOX 110 KILLARA NSW 2071.

Transfer fee

Request for transfers received prior to the course commencement date for a \$25 fee on top of course fee.

Fees for replacement certificates:

Please download the relevant replacement certificate form for replacement certificates from our website www.centrefortraining.com.au on the student information page.

Replacement Statement of Attainment	\$25.00 each
NSW OLGR Certificates (issued prior to August 22, 2011)	\$50.00 each
NSW OLGR RSA or RCG interim certificate reissue	\$25.00 each
NSW Food Authority Certificate	\$25.00 each

Replacement NSW RSA & RCG OLGR Competency cards are issued by the OLGR, contact the NSW OLGR You can download a replacement competency card form from our website or the OLGR website www.olgr.nsw.gov.au

Distance Learning (Correspondence) Students

Centre for Training recognises that refunds of fees paid in advance should be made to students under the following conditions:

- Centre for Training agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by Centre for Training.
- Centre for Training agrees to refund, within 10 days, all fees paid, less a \$50.00 administration charge, where, by reason or reasons beyond the student's control, (including Acts of God, Acts of Government authorities, civil strike and riots), the student is prevented from completing the Training.

Online students

- Centre for Training agrees to refund, within 10 days, fees paid with a \$50 deduction for administration fees where the student has requested a refund due to deciding the course is not necessary (changing their mind).

Refunds for online training are conditional upon:

- The computer system being used by the student does not meet the minimum requirements detailed for use of the online learning material;
- A student enrolling in, or completing a course, then determining it is not the correct course for their needs. For instance, there is a clear description on the website that the course in NSW Food Authority approved and is suitable for NSW Food Safety Supervisor students
- Centre for Training agrees to refund, within 10 days, with no deduction, fees where the student has been unable to access the online learning material due to a system failure of the learning material.
- That is, the learning material is not available for access by all students due to technical failure of the learning platform.

Participant Training Records Policy

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

Individual hardcopy participant records will be stored in a lockable secure storage area. Our electronic records are stored in our participant records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a continuous back up of our computer systems to an offsite provider.

In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

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

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

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

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

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

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

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

Recognition of other Qualifications

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

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

Participants would be required to produce a certified copy or the original certificate to the CEO or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

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

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

Client Selection

There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course information documentation.

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

Enrolment

To enrol you can go directly to our website www.centrefortraining.com.au and choose your preferred class and enrol online with credit or debit card, if you would prefer to enrol via phone please call us on 02 9499 3737 or the number listed on our advertisement.

Once accepted, a student will need to fully complete the online enrolment form.

As of 1 January 2015, a student will need to provide your USI (Unique Student Identifier). This information can be provided at the time of enrolment, or it can be provided later, but we can not issue qualifications until we have verified your USI on the government USI RTO portal .

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

The USI Initiative is underpinned by the:

- Student Identifiers Act 2014
- Standards for Registered Training Organisations (RTO) 2014
- Student Identifiers Regulation 2014

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Participant Support, Welfare and Guidance

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

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Centre for Training's staff.

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

Should you be experiencing any personal difficulties you should make contact directly with the Centre for Training's Training Manager who will assist you to the full extent of our capacity.

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

You can seek support immediate by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

New South Wales: NSW Adult Literacy and Numeracy Council Phone 1300 655 506 Web: www.literacyline.edu.au

Flexible Delivery and Assessment Procedures

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

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

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

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

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

Centre for Training Pty Ltd undertakes to assist participants achieve the required competency standards where it is within our ability.

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

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

Client Complaints and Appeals

Centre for Training Pty Ltd treats complaints and appeals very importantly and we will deal with these in an effective and timely manner, typically resolving all complaints within three weeks.

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

The data entry responsibility lies with the CEO.

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

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

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the CEO is available to discuss the issue.

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

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of participants is in danger, Centre for Training Pty Ltd will, with the permission of the participant, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Participant confidentiality will be maintained at all times as is consistent with NSW Law.

Engagement of the external assistance will be the responsibility of the CEO.

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

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

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

The suitable independent person or panel will need to be agreed upon by both the participant and Centre for Training Pty Ltd, this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via www.leadr.com.au, Intermediate can be contact via www.intermediate.com.au

Costs for the independent person or panel, will not be borne by Centre for Training Pty Ltd.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

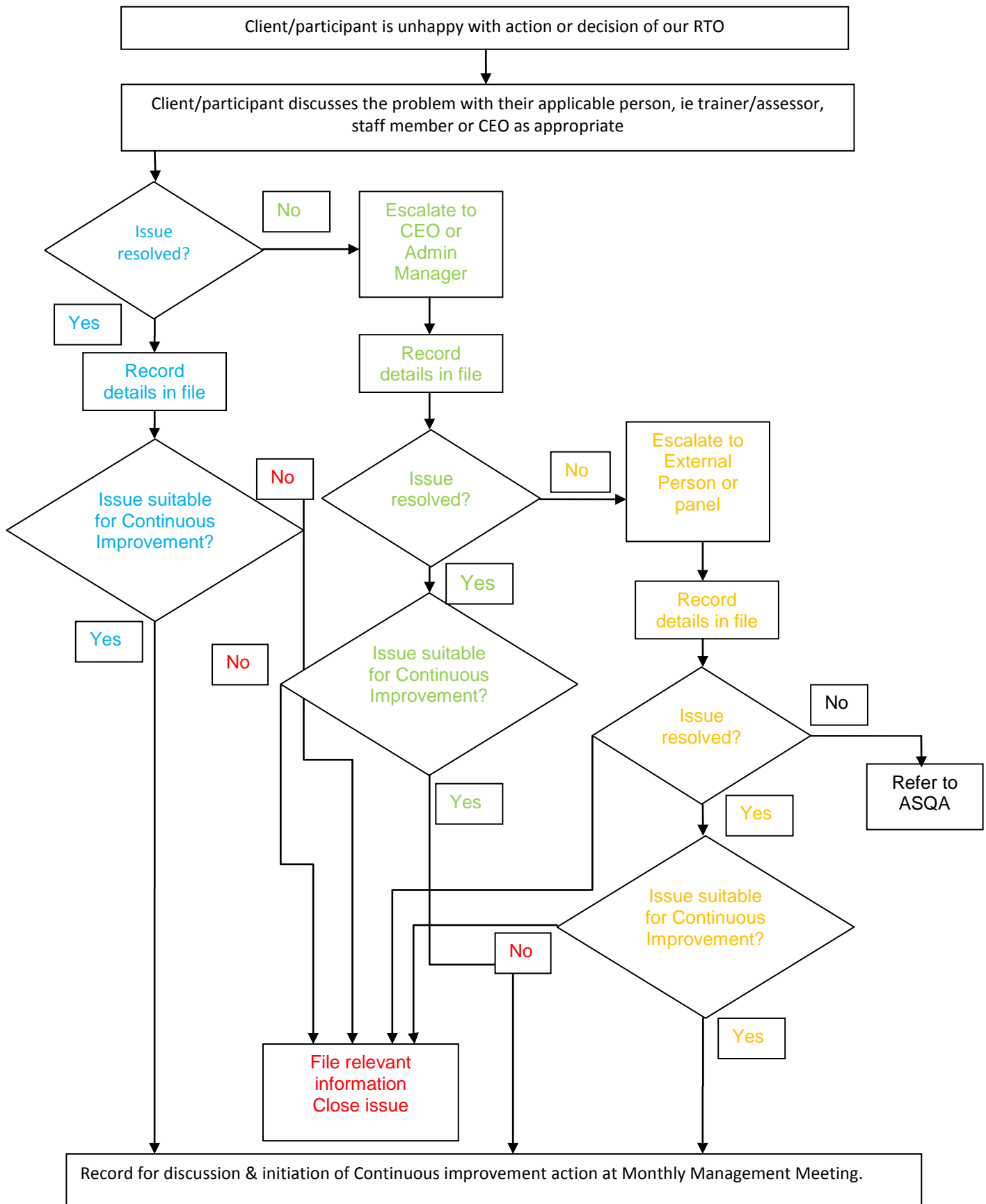
ASQA provides information on its complaints handling process at:

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

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

Flow Chart Representation:

Client Complaints and Appeals



Discipline

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

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

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

Centre for Training Pty Ltd has a zero tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

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

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Centre for Training Training Manager and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Recognition of Prior Learning Policy (RPL)

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

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

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application pack is available from the Training Manager.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration. Except when not accepted for government licencing requirements for example RSA, RCG or Food Safety issued by a non-state approved RTO.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant BSZ98, TAA04, or TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

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

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

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

Assessment Methods

Our assessments and assessment methods will ensure that we:

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

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

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

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

Re-assessment is available on appeal; see further details in the appeal process section.