STUDENT HANDBOOK

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Hospitality Institute of Australasia (HIA):

Thank you for choosing to undertake your training with HIA.

HIA and The Daniels Associates of Australasia have been working with a range of dedicated clients around the world for over 35 years. In Australia we have been providing a range of support services to the Health and Aged Care Industries since 1988. With over 20 years experience in Australia we have built a wealth of expertise in our core areas of business.

In more recent times we became accredited with the Department of Education and Training as a Registered Training Organisation in 2003.

From the beginning we realised a number of short comings in the development of quality training and assessment materials designed to meet the needs of adult learners. These principals are reflected in our core values as a training organisation:

Training must be fun

✓ We have developed a fun and participative approach to training. Our lessons are more closely aligned with facilitated discussions rather than lectures.
✓ Adult learning is based on the principals of seeing is believing. So we set out to develop a range of complementary training aids and materials to facilitate this process.
✓ We customise our training materials to meet different industry needs.
✓ We only hire training consultants who have both the necessary expertise and have the ability to train with a caring sense of humour.
✓ We enjoy what we do and hope this is reflected in our student and employer outcomes.

(The) HIA of Australasia P/L

(The) HIA of Australasia P/L is a Registered Training Organisation (No. 30957) that provides a range of accredited and non-accredited training solutions for the people working, and seeking work within health care, aged care, hospitality and aligned industry qualifications.

Scope of training certificates

We are approved to deliver the following accredited training.

Training Package Qualifications
◊ Certificate IV in Frontline Management
◊ Diploma of Management
◊ Certificate IV in Training and Assessment
◊ Certificate II in Hospitality
◊ Certificate III in Hospitality
◊ Certificate II in Cleaning Operations
◊ Certificate III in Cleaning Operations
◊ Certificate II in Laundry Operations
◊ Certificate III in Laundry Operations

About New Apprenticeships

Vocational education and training is ‘education and training for work’. It exists to develop and recognise the competencies or skills of learners.

New Apprenticeships* are the best way to combine training and employment. New Apprenticeships* combine practical work with structured training to give people a nationally recognised qualification.

*The Federal Government provides employers with cash incentive grants for each employee under the Australian Apprenticeship Scheme.

Vocational Education Training and Employment Act 2000

The Vocational Education, Training and Employment Act 2000 and the VET Quality Framework of 2011 provides a legislative foundation for flexible high quality training both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

The objectives of the Vocational Education, Training and Employment Act 2000 and VET Quality Framework are to establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community. This act regulates the registration of training organisations within the state and is designed to meet the state’s obligations under
national training arrangements about vocational education and training.

**Student Eligibility & Enrolment**

Courses are open to anyone working in; or planning to work in an industry relevant to their qualification You are encouraged to participate in choosing the most relevant competency units for your qualification and future career path.

Candidates must be motivated to complete the course successfully.

To enrol in one of our courses or to simply find out more information on courses and course dates call our office and we will forward you an enrolment form and outline of the curriculum for the relevant course.

**Student Information & Orientation**

HIA understands that Australia is a multicultural society that comprises of a diverse range of individuals with differing abilities in the areas of language, literacy and numeracy. As such our course delivery strategies are designed to identify the specific training needs and support for every individual enrolled in one of our courses.

After enrolling in one of our courses every student will be assessed individually to determine if any specific support is required in the areas of literacy and numeracy. Support will be provided throughout the duration of the course by your course trainer.

**What is a Nationally Accredited Training Program?**

All Nationally Accredited training programs and courses are based upon Competency-Based Training Principles. A ‘Competency’ is a broad concept that describes a person's ability in a range of areas. It covers:

- The general task
- The skills necessary to complete the task
- The management of the task
- The range of general environments in which the task is completed.

Competency Based Training is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards endorsed nationally by Industry Competency Standards.

Competency Standards reflect the knowledge and skills, and the application of the knowledge and skill to the standard of performance required in employment.

Standards are developed by industrial parties, based on the organisation of work expressed in terms of workplace outcomes and regularly reviewed to ensure their continuing relevance to the workplace.

*Workplace Training* is training that is undertaken in the workplace and may include structured training, observation of work practices, case studies, written work, or completion of work tasks/projects.

**Training Delivery & Assessment – Online Delivery**

This qualification is to be delivered in an online learning environment. The student is to be provided training and assessment materials via the internet. Learning and assessment will be completed at the student’s convenience and schedules around their work and personal lives.

This will be achieved through structured online delivery supported by a qualified trainer / assessor.

Workplace delivery is implemented by setting up an appropriate Training Plan in consultation with the student and possibly their workplace supervisor (ONLY if the qualification is being supported by their employer).

The Training Plan is developed online and indicates the units selected and sequence of delivery requested by the student. This will be completed in line with the ‘Training Plan Summary’ (Appendix 1) to ensure an appropriate sequence of delivery and assessment is scheduled.

A qualified trainer / assessor will be available on a weekly allocated time schedule to discuss issues related to learning and assessment with the student.

Note: trainers/assessors are generally available more regularly, however, a minimum weekly time allocation will also be provided to each student. This support will enable the student to further develop their ability and progress towards competence.
The assessment process will include the gathering of evidence to demonstrate the student’s competence. Students will be advised of the assessment requirements at the beginning of each unit / cluster through documented assessments that will clearly outline all required tasks that must be completed to achieve competence within the specified unit.

The assessment methods may include theory and practical tasks and will be clearly documented in the online delivery system. Trainers will be provided with detailed instructions to assessment requirements for each unit. (The specific methods for each Unit of Competency are identified within this document under ‘Evidence Gathering Techniques’).

The major assessment activities for this qualification are broken into Assignment Activities, Project Work and Verbal Questioning to confirm the student’s skills and knowledge is authentic.

The student’s workplace may also be involved in the assessment process to verify the student’s ability to perform required workplace duties that support the competence of the student. Where this is required the workplace supervisor will be asked to provide feedback and comments on the student’s ability to demonstrate their practical work skills in specified knowledge and skills by completing Third Party Report (instruction will be provided with each checklist). The context of the Third Party Report should surround the student performing actual work duties, and this document will form part of the evidence gathered for assessment.

Training & Assessment – Workplace Delivery

The training programs delivered under our partnership arrangement are delivered by HIA using a variety of training and assessment processes. The flexibility of this training delivery incorporates options that are negotiated between the partnership, the employer and the student.

Training is generally delivered in 3-4 hour blocks on a monthly basis. The classes are interactive and involve a high level of student participation in work based activities and facility audits (where practical). Students will work through a variety of activities in the class room both individually and as an active student in a group. The activities are designed to be relevant to their workplace and work role.

The training is generally delivered over a 12 month period. Tutorial and catch-up classes will be made available to all students throughout the course.

Training sessions are delivered using a computer projector and appropriate aids for the competency unit being delivered. Students are issued with Assessment Books, training resources and self paced learning materials.

Trainers are available by phone or email for support throughout your training program.

Tutorials sessions are held regularly throughout your training program where additional one-on-one or small group assistance and support can be provided.

Please contact your Trainer if you wish to participate in Tutorials or arrange additional support time with a Trainer.

Assessment methods

Include but are not limited to:

- **Work Based Activities** designed to be completed in a small room environment. Some activities require access to fully functional work environment with suitable equipment. This includes access to a fully operational commercial kitchen, fully operational laundry and fully operational cleaning environment. Appropriate access to the resources is negotiated with the workplace prior to commencing training delivery.

- **Assignments** for each competency unit designed to test the student’s knowledge and understanding of performance outcomes. Assignments include multiple choice questions, true/false questions and short answer questions.

- **Workplace assessments** involve a combination of both or either **Verbal Questions** and **Direct Observation** of work activities. These assessments will take place in the student’s workplace with access to appropriate facilities and equipment to demonstrate competence.

- **Workplace assessments** will be conducted on a number of occasions throughout the course. Your course trainer/assessor will discuss times and dates of workplace assessments with you and generally provide 2-4 weeks’ notice of these workplace assessments.

- **Third Party Evidence** reports are required of most competency units. The Third Party reports require the student to discuss their

Third Party Reports require of most competency units. The Third Party reports require the student to discuss their
performance with their workplace supervisor and agree they have met the required criteria over a reasonable period of time.

- Other Evidence. Generally no additional evidence is required unless specifically requested as part of the above assessment processes.

- Recognition of Prior Learning – refer to relevant section in this handbook.

Competency based assessment

Competency Based Assessment is a process of collecting evidence and making judgements on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Objectives of the assessment process:

- To confirm that students have acquired the competencies identified in the learning modules.

- To demonstrate that students are competent to the agreed industry standards.

In keeping with the principles and practise of competency based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

Plagiarism

Plagiarism is using another’s work and claiming it as one’s own.

Plagiarism, whether or not submitted for assessment, includes:

- Word-for word copying of sentences, graphics, designs, trademarks, pictures of any sort or whole paragraphs from one or more sources (the work or data of other persons) including, but not limited to, published works such as books, articles, theses and websites, or other unpublished work such as that of other students, including assignments, examinations, study or lecture notes, working papers, seminar and conference papers, internal reports and/or lecture notes without clearly indicating their origin. This includes material that may be contained electronically on Compact Disks (CDs), Digital Video Disks (DVDs, electronic portable storage devices (memory sticks or keys) or on computer share drives and in audio or video tapes.

- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work.

- Submitting one’s own work that had been previously published or submitted for assessment without declaration.

- Submitting another student’s work in whole or in part without referencing the source.

- Collaborating with another to submit work that produces work that is substantially similar in terms of words or ideas.

- Use of other person’s ideas, work or research data without acknowledgement.

- Submitting work, which has been written or typed by someone else on the student’s behalf.

Where plagiarism is suspected the Trainer will discuss the matter directly with the student/s. Further investigation may be required, and can be requested by the student or trainer.

If a student is deemed to have committed a plagiarism offence, remedial actions or penalties may be imposed.

It is the responsibility of all students to safeguard against plagiarism of their written work and assignments, their computer discs and their notes. Students are expressly prohibited from giving access to their assignments and their computer discs to other students and those students who do so will be penalised in the same way that students found guilty of plagiarism are penalised.

Should any student have reason to believe that his or her work has been plagiarised or copied, they must report the matter at once to the appropriate Trainer or to the Education Manager.

Language, Literacy & Numeracy (LLN)

It is a requirement that all students of HIA have their language, literacy and numeracy levels assessed prior to the enrolment.

This assessment is to ascertain if the student has the required level of language, literacy and numeracy skills for the course they wish to enrol into and if any further support or reasonable adjustment is required to assist them through their course.
Students can also request language, literacy and numeracy assessment at any time during their study program.

Where a ‘skills’ gap is identified, HIA will offer coaching and assistance and/or reasonable adjustment, as deemed required.

If the required assistances fall outside of the scope of what Independence Australia Vocational Solutions (and HIA) can offer, they will offer the student support in finding a third party to provide such assistance.

If you think you require assistance, seek information from your Trainer.

For additional support in Literacy and numeracy needs we recommend students and employers talk with the following specialized services in each state.

Queensland:  Queensland Council for Adult Literacy Inc (QCAL)
Phone (07) 3878 9944
P.O. Box 301 RED HILL Q 4059
New South Wales: AMES
Phone (02) 9289 9202
84-86 Mary Street, Surry Hills NSW 2010

Reasonable Adjustment

A trainer can make adjustments to the way in which evidence of candidate performance is collected. For example a trainer could obtain knowledge through an oral interview rather than a written response. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Credit for Previously Completed Studies

Credit Transfer (CT)

HIA recognises previous qualifications and units of competency gained and may provide Credit Transfer (CT) for any units on your current enrolment. HIA determines the extent to which the qualification and units previously gained are equivalent to the required units of competency in the qualification you are enrolling into. The evidence required to apply for Credit Transfer is a valid Statement of Attainment or Academic Transcript confirming the status of “Competent” and the name and code of the unit/s completed.

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC)

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) is the recognition of skills and knowledge obtained through formal training, work experience and or life experience.

Course students may apply for RPL and supply written and/or task-completion evidence that demonstrates that they have all the skills and knowledge relating to that competency.

In cases where Daniels Australia’s RPL Assessor is satisfied with the documented evidence supplied, the student will be granted RPL for a Unit of Competence.

How do I apply for CT, RPL or RCC?

You may apply for CT, RPL or RCC for any course being undertaken with HIA.

If you feel you may be eligible for CT, RPL or RCC please ensure you indicate this in your Enrolment Documentation.

The responsibility is on the student to provide sufficient evidence to verify and validate that competency is currently held.

It is imperative that CT, RPL or RCC is applied for as soon as possible after course commencement.

For further information or to apply please contact your trainer.

What do I get at the end of my training program?

Certificates & Statements of Attainment

Students who successfully complete all requirements of their training program will receive a Certificate indicating that they have achieved a nationally accredited qualification.

The correct course title and code along with the Nationally Recognised Training (NRT) logo and relevant authorising body logo.

In cases where a student does not complete the full requirement of the qualification then a Statement of Attainment will be issued for any units the students has been deemed ‘Competent’ in prior to withdrawal from the course. Please note completion and return of the Withdrawal Form is
required for the issuing of Statements of Attainment for withdrawn students.

If a re-print of a Certificate or Statement of Attainment is required, please contact the RTO Office Manager.

Confidentiality & Privacy

HIA respects and supports the student’s right to privacy, confidentiality and access to personal information and complies with all relevant State and Federal legislation regarding the privacy and confidentiality of student information.

HIA is required to collect student information for statistical data required by the government.

Both paper and electronic data and records will be collected and stored correctly and safely to ensure they are protected from unauthorised access, alteration or loss.

Students have the right to access their own information. Please contact RTO Office Manager for information on how to arrange access.

Information on student progress (name, attendance and results only) may also be made available to the employer of an employer sponsored student.

Student Enrolment Privacy Notice

HIA requires all students to provide the information necessary to complete all Enrolment documentation, all questions in the Enrolment documentation are compulsory if you are undertaking accredited training.

HIA are required to provide the relevant Government departments and Regulatory bodies, with student and training activity data which may include information I provide in Enrolment documentation.

Government departments and Regulatory bodies associated with Vocational Education and Training may use the information provided to them for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, these Government departments and Regulatory Body, may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

For more information in relation to how student information may be used or disclosed please contact our office to speak with our RTO Office Manager.

Student Feedback

Students will receive a feedback survey during the training program and again at the completion of
any training program. This is to monitor and improve the teaching, learning and assessment environment, and all constructive feedback is appreciated.

You may receive a survey from the National Centre (NCVER) in regards to the training delivered; your details are part of the statistical data that Daniels Australia is required to pass onto the relevant State Government.

Rights & Responsibilities

We incorporate adult learning principles throughout the delivery of our training programs and have developed programs that are based on the student sharing the responsibility for their learning. As such students are encouraged to take responsibility for their own development and to be active in the learning and assessment process.

Expectations that we and other students may have of you include:

◊ preparing for and participating appropriately in all training sessions;
◊ attending all scheduled classes to ensure continuity of the learning program;
◊ undertaking all training activities and tasks as outlined by your trainer in line with designated deadlines;
◊ ensuring that a copy of any assignments completed, is retained in the unlikely case that this assignment is lost for any reason;
◊ contribution to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
◊ familiarise and follow all rules, regulations, policies and procedures of Daniels Australia, your training venue and your employer;
◊ honesty in your work including not cheating, falsifying or conducting yourself in any way that injures others or your studies;
◊ active and positive participating in the teaching/learning/assessment process;
◊ monitoring your own progress throughout your training and seeking advice from your trainer when you are experiencing difficulties;
◊ recognition of the intellectual property rights over the work that others produce individually or in partnership with you;
◊ participate in the evaluation activities and offer constructive feedback about the course undertaken;
◊ agreement to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance and complaints procedures;
◊ utilisation of the resources we provide to you in accordance with their function and the conditions for their use and respect for other students' and staff members' right to privacy and confidentiality;
◊ adhering to the plagiarism policy outlined in this Student Handbook;
◊ responding to all communication received from any HIA representative;
◊ notifying your trainer if unable to make a scheduled class;
◊ notifying your trainer in writing if you will be not contactable for a period of 3 weeks or more;
◊ demonstrating a commitment to the course or qualification outcomes;
◊ developing your skills through practice or practical application where possible;
◊ notifying the RTO Office Manager within 10 working days should you change address or contact details.

HIA responsibilities

HIA has adopted policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services, and that safeguard the interests and welfare of students.

We maintain a learning environment that is conducive to the success of students in meeting the learning outcomes of the courses. We have the capacity to deliver the nominated courses and use appropriate methods and materials.

We are competent to assess knowledge and performance against learning outcomes and to recognise prior learning and current competencies.

Expectations you and other students may have of us include:

◊ a supportive, harmonious and positive learning community of which you are a valued member irrespective of your gender, race, sexual
preference, political affiliation, marital status, disability or religious belief;

- easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to you;

- quality teaching and fair, valid and flexible assessment which takes account of your learning needs and work context;

- fair, objective, helpful consultation and prompt feedback on your learning and competence;

- additional assistance when you are experiencing difficulties with your training and concessions when your learning is affected by misadventure or extenuating circumstances;

- recognition of your intellectual property rights regarding the work you produce with us;

- prompt and considerate resolution of your concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent;

- a range of services available to support you while you are studying with us; and

- respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those of us whose duty it is to deal with you.

- Daniels Australia training staff to deliver the highest quality customer services and standards of training.

**Recognition of Qualifications issued by other RTO’s**

HIA recognizes qualifications or Statements of Attainment that have been issued by other Registered Training Organisations throughout Australia.

To apply for credit on courses where you have already completed credits with other registered training organisations, you will be required to supply an original copy of your certificate or Statement of Attainment to your course trainer.

Your course trainer advises you within 48 hours on your application for credit.

**Student Support Services**

If you require assistance at any time during your traineeship please contact your trainer or student services on 02 4962 4435. This may include language, literacy and numeracy programs or advice on courses to help improve your English language skills or an interpreter.

Useful websites may include –

**Apprentice and Traineeship information**


**Alcohol and other drugs**

[www.saveamate.org.au](http://www.saveamate.org.au)


[www.ncpic.org.au](http://www.ncpic.org.au)

[www.kooridruginfo.adf.org.au](http://www.kooridruginfo.adf.org.au)

**Equal Opportunity**

HIA is committed to promoting a fair and equitable study environment which is free from discrimination, harassment and vilification.

HIA actively promotes a multicultural environment. HIA acknowledges that amongst its students and staff are males and females of differing ethnic backgrounds, religious and political beliefs and sexual preferences. Some of these individuals have a disability and some are parents.
HIA undertakes to value these differences and create an environment in which all can work and study free from discrimination and harassment. 

**Vocational Education, Training & Employment ACT 2000. (QLD)**

**Access to Records**

Students have access to their records so they can be fully informed of their progress throughout any qualification they are enrolled.

Should any students require replacement copies of Statements of Attainment or a Qualification they should call HIA head office on 02 4962 4435

**Sexual Harassment**

Staff and Students have a basic right to work and study in an environment free from sexual harassment. All people welcome being treated with respect and dignity


**Health and Safety**

HIA Occupational Health and Safety Policy require that Students:

- Are responsible for adopting safe work and study practices;
- Must not wilfully place at risk the health or safety of any other person at the Company;
- Must not wilfully or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare at the company.


Duty of Care: HIA Duty of care requires everything ‘reasonably practicable’ to be done to protect the health and safety of everyone at a workplace. Our duty requires us to ensure all employers; their employees; and any others who have an influence on the hazards in a workplace act in a safe and responsible manner.

**Employer Services**

All Daniels courses are conducted in accordance with National Accreditation guidelines under the New Apprenticeship Scheme.

Daniels provides free administrative assistance and advice to employers in maximizing employee satisfaction and associated productivity benefits.

Daniels provides free administrative assistance and advice to help employers maximize the use of government training subsidies to your company.

Daniels provides free administrative assistance with internal documentation, employer progress payments and employer reporting obligations.

Daniels provides advice with relevant state and federal government agencies associated with vocational training.

**Employer Benefits**

New Apprenticeships provide flexible learning alternatives that can be tailored to best suit the needs and requirements of each and every workplace. Additionally there are substantial government incentives for employers to fund the cost of training its employees.

The Federal Government provides employers cash incentive grants for each employee under the New Apprenticeship Scheme.

Various state funding arrangements for employees enrolled in an Australian Apprenticeship include payroll tax and workers compensation exemptions/rebates. These exemptions/rebates vary from state to state.

Accredited employee training improves staff productivity, staff morale and reduces employee turnover.

Flexible hours to minimize impact on the workplace.

There is no start or end dates so training can commence whenever it is convenient.

**Disciplinary Procedures**

Should a Training Consultant believe a student is participating in conduct contrary to HIA policies and procedures the Training Consultant will firstly discuss these concerns with the student in an attempt to rectify the problem. Should this fail to rectify the problem the Training Consultant will schedule a meeting with the student and their employer to an attempt to rectify the problem.
In instances of repeated misconduct or an instance of ‘gross misconduct’ HIA reserves the right to expel the student from the course.

Any student that feels Daniels Training Institute may have incorrectly treated them has the right of appeal to an independent arbitrator.

Appeals

A Student may appeal against any result awarded as part of a training package. The appeal must be in writing and be lodged with the State Manager within 14 days of the day on which the Student was notified, unless special circumstances permit otherwise.

Students who are dissatisfied with any aspect of their assessment should first discuss the matter with the Course Trainer. If the issue is not resolved the Student is then required to complete a “Grievance, Complaint & Appeals Form” and lodge the form with the State Manager.

The student will be notified of the Appeal outcome (including reasons for the decision) within 30 days of lodging the form. The request should indicate the grounds on which the assessment review is being sought, and specify any issues, which are alleged to have affected the determination of the result.

The Appeal should include the outcome of any informal discussions with the Course Coordinator for the program. The Student should include the original copies of any written work, which was used for the assessment.

If the Student is dissatisfied with the outcome of the Appeal they have the right to ask for the Appeal to be reviewed by the Managing Director. Failure to lodge second grounds for appeal with 21 days will result in the appeal being dismissed.

Refund Policy

See individual course policies.

Course Information

Refer to course outlines for detailed information on course curriculum.

Complaints Procedures

If you have a complaint, we encourage you to express your concerns. Our trainers can advise and assist you on the process or please call our office on 02 4962 4435.

Unresolved Disputes

If you have any concerns with your training or your training contract you should call:

- NSW: State Training Services on 13 28 11
- QLD: Queensland Government DET 1800 210 210
- SA: DFEEST on 1800 673 097
- WA: Department of Training and Workforce Development on 08 9238 2570
- NT: Department of Education and Training on (08) 8935 8200