



Code of Practice

CONTENTS

| | |
|--|-------------------------------------|
| THE CODE OF PRACTICE | 3 |
| INTRODUCTION..... | 3 |
| OUR VALUES..... | 3 |
| OUR COMMITMENT | 4 |
| ADMINISTRATION..... | 4 |
| STAFF AND CONTRACTORS | 4 |
| MISCELLANEOUS..... | 4 |
| COURSES..... | 5 |
| INFORMATION AND ACCESS | 5 |
| RECOGNITION OF PRIOR LEARNING (RPL) | 5 |
| MISCELLANEOUS..... | 5 |
| EDUCATION STANDARDS..... | 6 |
| GENERAL | 6 |
| CONTINUOUS IMPROVEMENT..... | 6 |
| PHYSICAL RESOURCES | 6 |
| QUALIFICATIONS | 6 |
| ASSESSMENT | 7 |
| GENERAL | 7 |
| GRIEVANCES AND APPEALS | 7 |
| STUDENT HANDBOOK..... | Error! Bookmark not defined. |
| THE CLUB & REGISTERED TRAINING ORGANISATION’S POLICIES & PROCEDURES | Error! Bookmark not defined. |
| Club Access..... | Error! Bookmark not defined. |
| Underage Participants..... | Error! Bookmark not defined. |
| To access the Club’s amenities..... | Error! Bookmark not defined. |
| Responsible Service of Alcohol and Gaming policies..... | Error! Bookmark not defined. |
| Smoking..... | Error! Bookmark not defined. |
| Evacuation Procedures..... | Error! Bookmark not defined. |
| Anti-discrimination and Sexual Harassment..... | Error! Bookmark not defined. |
| A safe learning environment | Error! Bookmark not defined. |
| TRAINING STAFF..... | Error! Bookmark not defined. |
| COURSE DELIVERY and AVAILABILITY..... | Error! Bookmark not defined. |
| All course advertisements | Error! Bookmark not defined. |
| Course Outlines..... | Error! Bookmark not defined. |
| Participant workbook(s)..... | Error! Bookmark not defined. |
| Participant learning materials..... | Error! Bookmark not defined. |
| Special learning and assessment needs | Error! Bookmark not defined. |
| RECOGNITION OF PRIOR LEARNING (RPL) | Error! Bookmark not defined. |
| Application kits for RPL..... | Error! Bookmark not defined. |
| COURSE ENROLLMENT and CONFIRMATION | Error! Bookmark not defined. |
| Application for enrollment..... | Error! Bookmark not defined. |
| Confirmation of enrollment..... | Error! Bookmark not defined. |
| Confirmation of acceptance..... | Error! Bookmark not defined. |
| PRIVACY STATEMENT and STUDENT RECORDS..... | Error! Bookmark not defined. |
| ACCESS & EQUITY | Error! Bookmark not defined. |
| FEES and CHARGES | Error! Bookmark not defined. |
| REFUND AND CANCELLATION POLICY | Error! Bookmark not defined. |
| COURSE COMMENCEMENT and ATTENDANCE..... | Error! Bookmark not defined. |
| Commencement | Error! Bookmark not defined. |
| Attendance:..... | Error! Bookmark not defined. |
| Absence: | Error! Bookmark not defined. |
| PARTICIPANT BEHAVIOUR..... | Error! Bookmark not defined. |
| COURSE INDUCTION..... | Error! Bookmark not defined. |
| COURSE ASSESSMENT | Error! Bookmark not defined. |
| ASSESSMENT RECORD and FEEDBACK (Declaration of Understanding) | Error! Bookmark not defined. |
| Assessment Record | Error! Bookmark not defined. |
| Trainer/Assessor Feedback Record..... | Error! Bookmark not defined. |
| COURSE EVALUATION..... | Error! Bookmark not defined. |
| APPEALS ON ASSESSMENT OUTCOMES | Error! Bookmark not defined. |
| PROCEDURE | Error! Bookmark not defined. |
| GRIEVANCES..... | Error! Bookmark not defined. |
| PROCEDURE | Error! Bookmark not defined. |
| STUDENT LIBRARY –RESOURCES..... | Error! Bookmark not defined. |
| STUDENT SUPPORT & SPECIAL NEEDS | Error! Bookmark not defined. |
| ACKNOWLEDGEMENT | Error! Bookmark not defined. |
| DISCLAIMER..... | Error! Bookmark not defined. |
| HELPLINES..... | Error! Bookmark not defined. |

THE CODE OF PRACTICE

The following Code of Practice and Student Handbook, which has been developed and endorsed by the staff and management of the Club, provides a framework for the delivery and assessment of training at the CHP School of Hospitality.

The Code of Practice and Student Handbook are:

1. designed to ensure that all stakeholders are aware of their rights and responsibilities when undertaking courses delivered by the CHP School of Hospitality
2. available to all participants enrolled in courses and qualifications delivered under the Australian Qualification Framework
3. available to all staff employed in the administration and delivery of training on behalf of the CHP School of Hospitality.

PLEASE take the time to read these documents so that you maximise your learning experience.

INTRODUCTION

The Canterbury Hurlstone Park RSL Club, trading as the CHP School of Hospitality, is approved as a Registered Training Organisation (No 6871) in accordance with the national guidelines of the VET Quality Framework (VQF) and the Australian Skills Quality Authority (ASQA) under the provisions of the requirements of the National Vocational Education and Training Regulator Act 2011. The objectives of the Act are to provide:

- (a) accreditation of vocational courses
- (b) registration of people and organisations that conduct vocational courses;
- (c) approval of people and organisations (other than official universities) that provide courses to overseas students
- (d) promotion of consistency of standards in vocational education and training; and
- (e) encouragement of the recognition of vocational courses that are accredited under the Act.

Canterbury Hurlstone Park RSL Registered Training Organisation (RTO) trading as CHP School of Hospitality is registered to deliver the following qualifications and individual units within those qualifications:

Certificate II in Hospitality (SIT20207)
Certificate III in Hospitality (SIT30707)
Certificate IV in Front Line Management) BSB40807

Whilst Canterbury Hurlstone Park RSL Club has only been an RTO since 1999 it's prime role is as an operating Registered Club and it has been providing high quality service to members and guests since 1947.

OUR VALUES

The following are the values of the Club, CHP School of Hospitality and the RTO –

| | |
|---------------------|---|
| Teamwork - | We selflessly help each other out |
| Integrity - | We take ownership for all our actions |
| Excellence - | We strive for excellence in all that we do |
| Respect - | We treat everyone with fairness and respect |

OUR COMMITMENT

ADMINISTRATION

We undertake to operate:

- in accordance with the Club's policies and procedures as well as those that specifically address the operations of the RTO.
- within the requirements of the national standards for ASQA and the protocols for issuing qualifications under the Australian Qualification Framework (AQF) including mutual recognition of qualifications and statements of attainment issued by other RTOs under the AQF.

We undertake to provide:

- appropriate security and confidentiality of all records and personal details that may be held in relation to courses that we have delivered.
- continuous monitoring and reviewing of business plan strategies that act as the foundation for our delivery of quality training and assessment.
- the opportunity for Training and Administrative staff to be involved in the review of achievements and the setting of strategic directions

STAFF AND CONTRACTORS

We undertake to ensure that Training Instructors, Assessors and Administrative Staff are:

- appropriately qualified and experienced to meet the requirements of the Job Specification
- screened in accordance with the requirements of the Child Protection (prohibited Employment) Act 1998
- compliant with the Access and Equity principles and requirements for each course of their duties
- maintaining and updating their skills and technical knowledge through participation in skill and knowledge development programs

We undertake to ensure that Training Instructors, and Assessors:

- have Certificate IV in Training and Assessment (TAA40104 or the newer TAE40110)
- have industry experience supported by academic qualifications
- deliver learning and assessment outcomes that are relevant to current industry standards and against which there is a valid and transparent assessment process.

MISCELLANEOUS

We undertake to:

- maintain up to date and adequate insurance cover for facilities, workers compensation, public liability and professional indemnity for our contract trainers
- comply with all provisions of state and federal OH&S legislation and the Clubs OH&S policies and procedures, and that all stakeholders are informed and have access to all relevant information
- ensure that we maintain a safe workplace and learning environment
- ensure that assistance and learning support is made available to all students on all courses
- provide a flexible approach to the conduct of learning and assessments in order to meet the varying needs of students
- honor all guarantees that are outlined in this code of practice

COURSES

INFORMATION AND ACCESS

We undertake to:

- provide participants with suitable and sufficient information regarding courses prior to enrolment thus enabling them to make informed decisions about course enrollment.
- provide printed copies of student workbooks for use in the classroom for all courses delivered, which will include learning and assessment strategies and either printed or digital copies for students to take with them.
- supply, for each accredited course offered, details of admission requirements, course content and outcomes, fees structure and an official receipt on payment of course fees, where fees are charged for the training or assessment
- ensure that all course participants complete and sign an “Application for Enrollment” form acknowledging their understanding of our *Privacy* and *Cancellation and Refund* policies
- offer places on courses in accordance to government legislation relating to *Access and Equal Opportunity* and *Anti-discrimination*

RECOGNITION OF PRIOR LEARNING (RPL)

We undertake to:

- provide accredited course participants the opportunity to apply for RPL using an informative *RPL Guide and Kit* which outlines the RPL process and advice on presenting supporting documentation
- immediately advise participants of outcomes of RPL applications and where applicable adjust their course schedule and units of study
- provide credit transfers for certificates or statements of attainment for units already completed through the mutual recognition of qualifications issued under the Australian Qualification Framework (AQF)

MISCELLANEOUS

We undertake to:

- provide accredited courses and an appropriate course schedule that will maintain the integrity and financial viability of the RTO
- provide participants with a degree of flexibility in their selection and timing of accredited courses
- allocate trainers to courses/classes based on qualifications and industry experience
- provide class sizes that will enhance participants learning and assessment outcomes process
- market our accredited training clearly and accurately, reflecting the ASQA and VQF guidelines for marketing of Nationally Recognised Training Programs.

EDUCATION STANDARDS

GENERAL

We undertake to:

- implement VQF standards in all RTO policies and procedures. The standards are intended to safeguard the interests of participants by maintaining a consistent quality in program delivery and assist in improving the quality and content of our programs to meet the changing needs of our industry.
- maximise access to all individuals and groups of learners to the delivery and assessment of courses and programs whilst maintaining the integrity of the learning and assessment criteria of the program as well as operational and financial constraints.

CONTINUOUS IMPROVEMENT

We undertake to:

- implement an effective process for internal monitoring and review of our programs and processes as required under VQF standards.
- continually monitor the quality and relevance of our programs by obtaining feedback from participants, employers and industry contacts.
- act on the feedback and information provided to constructively improve our programs as part of a continuing process to ensure the quality and relevance of the training that we offer.
- maintain effective contact with industry organisations and employers and to obtain their feedback on our programs to maintain the currency and relevance of the information addressed in the programs offered.

PHYSICAL RESOURCES

We undertake to:

- provide resources suitable for the valid delivery and assessment of all courses and to administer these in an open and flexible manner.
- maintain all relevant training resources in good order.
- provide a safe working and training environment as required under current OH&S legislation in order to safeguard the welfare and safety of all stakeholders.

QUALIFICATIONS

We undertake to:

- issue Qualifications and/or Statements of Attainment to all course participants based on their successful completion of all assessment criteria. Statements of Attainment will only be issued for whole units of competency achieved, according to the standards set down under VQF and the protocols required by AQF.

ASSESSMENT

GENERAL

We undertake to:

- conduct all assessments in accordance with the requirements for the recognition of competence in the relevant Training Package and meet the standards set down under the VET Quality Framework (VQF)
- make competency based assessment available to all applicants who meet the requirements of course attendance.
- provide appropriate and varied assessment tools to assess course/program competencies
- use appropriate assessment tools to assess specific competencies and allow participants to achieve unit/course outcomes required whilst addressing the special needs of individuals where indicated
- provide appropriate assessment tools that will allow all participants, especially those with special needs, to achieve unit/course outcomes
- Use appropriate assessment tools to assess the specific competencies and to allow participants to achieve unit/course outcomes required whilst addressing the special needs of individuals where indicated.
- To conduct and process assessments and issue certificates promptly so as to meet the needs of our participants.

GRIEVANCES AND APPEALS

We undertake to:

- provide all participants with information on their rights and the process for appealing assessment decisions or lodging a grievance or complaint.
- make available and facilitate the resolution of any participant's grievance or appeal in meeting the standards required under the VET Quality Framework whilst maintaining the integrity of the learning and assessment requirements for the courses undertaken. All resolution of appeals and/or grievances will be recorded in writing and copies of the resolution will be provided to the relevant students and/or staff.