



**CANTERBURY•HURLSTONE PARK**  
**RSL CLUB**

**STUDENT  
HANDBOOK**

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# STUDENT HANDBOOK

Welcome!

Thank you for choosing Canterbury Hurlstone Park RSL Club – Registered Training Organisation No 6871- to assist you to develop your career in the Hospitality Industry. We value your decision to undertake training at our Club and we make available to you our professional team of staff, trainers and support services which utilize the Club's facilities to ensure that your learning experience provides value for your investment.

The following *STUDENT HANDBOOK* outlines policies and procedures that are important to you and our Registered Training Organisation, so that we are able to consistently deliver a quality product that provides current and relevant skills and knowledge.

Please take the time to read this information as it will assist us to maintain our high standards and provide continuous improvement to the programs we offer.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with CHPRSL Training.

Sincerely

Dean Thomas General Manager

## THE CLUB & REGISTERED TRAINING ORGANISATION'S POLICIES & PROCEDURES

Canterbury Hurlstone Park RSL Club Ltd (CHPRSL) has been operating as a registered club since 1947 and has currently in excess of 39,000 members and 225 staff. The club has a variety of Food and Beverage areas, Gaming Area, Auditorium, Function Rooms and a Multi-Storey Car Park.

**Club Access** - all course participants must sign the appropriate Training Register, as directed by the club's reception staff and only enter the club via the main foyer. Entry/exit by any other means is strictly forbidden. All participants are required to strictly adhere to the directions given to them by their trainer or Club Managers in relation to the areas of the Club that they are allowed to access.

**Underage Participants** – participants must sign the appropriate Training Register and will be restricted to areas of the club which are not gaming or liquor service areas and they must adhere to all signs and directions in moving around the Club.

To access the Club's amenities before, during intervals and after course sessions participants over the age of eighteen must sign the Temporary/Guest register at Reception and comply with the legislative requirements regarding the 5km radius as well as any Club by-laws.

Responsible Service of Alcohol and Gaming policies apply to all course participants, club members and their guests and are posted in the reception area of the Club. It is strongly recommend that course participants do not drink alcohol during their course as it may detract from theirs and others learning experience.

Smoking is NOT permitted in any indoor areas.

Evacuation Procedures will be explained during course induction and if an emergency arises you must follow the directions of your trainer or Floor Warden. Make your way, by the route directed, to the nearest exit. Once outside proceed to the assembly area designated by your trainer or Floor Warden. Stay with your group and trainer at the assembly point and do not leave until directed to do so by the club's chief fire warden.

Discrimination and Sexual Harassment are not tolerated. If you FEEL THREATENED, report the incident immediately to your Trainer, the HR manger or Duty Manager.

A safe learning environment is provided in accordance with State and Commonwealth OH&S Acts and regulations. Participants have a responsibility to observe safe work practices when completing training activities and wear appropriate protective clothing and footwear where directed.

Participants operating machinery or working with chemicals will receive specific instruction before using any equipment or handling chemicals. When moving or lifting any equipment students will receive specific instructions and should observe standard workplace principles for safety.

*It is important participants familiarise themselves with information regarding hazard risks and emergency procedures provided by the trainer.*

*Students are required to report any damage to equipment or personal injury immediately to their trainer.*

## TRAINING STAFF

CHPRSLS, as part of the requirement under the AQTF standards, continually strives to improve the standards of the programs that are offered by ensuring that administrative staff, trainers and assessors:

- § possess appropriate academic qualifications
- § show evidence of current industry experience
- § are screened by the New South Wales Department of Education and Training in accordance with the Child Protection (prohibited employment) Act 1998 – see [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

## COURSE DELIVERY and AVAILABILITY

All Nationally Recognised Training programs delivered by the Club meet the national standards set down under the Australian Quality Training Framework and are competency based.

This means that training is delivered based on units of competency developed by industry and endorsed by the Department of Education Science & Technology as part of a Nationally Endorsed Training Package or accredited as a training course or qualification in NSW by NSW VETAB.

Participants will be assessed as COMPETENT or NOT YET COMPETENT in their ability to perform ALL of the elements and performance criteria set out in the learning outcomes of the course. This basis includes the practical ability to perform tasks combined with the knowledge and behaviours that supports the acceptable industry standard of performance for that task. A variety of methods will be used to gather evidence in establishing the achievement of competence such as and these will be explained by the trainer as part of the course induction process

All course advertisements include unit name and code as well as the title of the qualification of which it forms a component and complies to the standards set down in the Australian Quality Training Framework (AQTF) for the issuing and marketing of courses under the Australian Qualification Framework (AQF).

Course Outlines provide information on Course name, qualification, overview, requirements for entry, dates, duration and cost.

Participant workbook(s) are provided for all participants as required by AQTF. (Please check your course workbooks for copyright ownership and conditions of use)

Participant learning materials incorporate a wide range of current resources that reflect industry standards and operations.

Special learning and assessment needs - Students who have difficulty in achieving the required level of competency in a nationally recognised training course should initially discuss these difficulties with their trainer or the training administrator. CHPRSLS aims to link students with the best possible support to help them complete their study whilst maintaining their personal dignity and can offer counselling or opportunities for remedial study, additional coursework or coaching. A fee may be applicable in these circumstances and will be established, on a case by case basis, in consultation between the student and the tutor.

## RECOGNITION OF PRIOR LEARNING (RPL)

Participants enrolled in Certificate level qualification courses can apply for recognition of unit(s) of competence that they gained as a result of previous experience, work skills or through other training. Participants are required to discuss the matter with either their Trainer or Training Administrator prior to the commencement of their chosen course. Credit transfer will also be available to participants who have already been awarded statements of attainment for units or full qualifications completed with other RTOs, as required under mutual recognition requirements of AQTF

Application kits for RPL are available from your trainer or the Training Department. There is basic fee payable on all applications for RPL of \$95.00.

If, on considering the application, it is decided that additional work or assessments need to be conducted then a quotation will be provided in writing prior to any processing or assessment being undertaken. A written acceptance by the applicant and full payment of the fees quoted will be required to be made prior to the commencement of processing of any application. If the applicant decides not to proceed then a portion or full refund of the application fees may be made depending on the amount of work undertaken to that point.

## COURSE ENROLLMENT and CONFIRMATION

Application for enrollment. Participants are required to complete and sign an application for enrollment form prior to the commencement of the course.

Confirmation of enrollment. Occur after all forms have been completed, signed and course fees paid or appropriate invoicing arrangements have been made.

Confirmation of acceptance into a program.

(1)*mail*: a letter verifying course details will be sent to all successful applicants seven days prior to each course. (see also Refund and Cancellation Policy).

(2)*phone, fax, email*: verifying course details will be given/sent to all successful applicants enrolling within seven days of the course. (Refund and Cancellation Policy will be explained).

## PRIVACY STATEMENT and STUDENT RECORDS

Canterbury Hurlstone Park RSL Club is subject to the provisions of the Privacy Act 1988. Personal information provided by participants on application forms are kept strictly confidential and will only be used to process their application for enrollment into the training program(s) as specified. Failure to sign or not complete all the information required may result in your application being unsuccessful.

Canterbury Hurlstone Park RSL Club (CHPRSL) is a Registered Training Organisation (No 6871) and under the AQTF, is required to maintain participant records and their qualifications achieved on all training programs for a period of thirty (30) years and ensure that such records are adequately secured whether they are kept as a written document or kept as a soft copy within a computerized system of record keeping.

Participants have the right to access any of their personal information that CHPRSL holds about them. The Club may disclose your information to third parties, who provide services under contract or agreement to CHPRSL, or to Government agencies where funding is provided by those agencies. Where your information may be required to be disclosed to a third party that is not contracted to CHPRSL then this will only be done after your written consent has been obtained.

## ACCESS & EQUITY

CHPRSL RTO recognizes that all participants, who comply with age legislative requirements imposed on offered courses, have access to all the educational opportunities and facilities that we provide and are assured of equitable treatment during their course of studies and assessment procedures. Any non-compliance should be reported to the HR manager.

§ Enrolments are made on a first come first served basis determined by the payment of the appropriate advertised fee.

§ CHPRSL staff will assist prospective students in selecting appropriate courses on request, at the time of enrolment.

§ Assistance will be provided on request for people with disabilities.

Course program information is made available to the community by means of the widest possible distribution of brochures. Our website also contains details of our current courses and calendar – see: [www.chrpsl.com.au](http://www.chrpsl.com.au)

## FEES and CHARGES

Costs associated with each course are clearly identified in all promotional material relating to our courses. Participants will be issued with a receipt on payment which they may use to claim tax benefits.

## REFUND AND CANCELLATION POLICY

CHPRSL undertakes to

- 1) Confirm participants in writing of their course attendance where they register more than seven days prior to their selected course.
- 2) Confirm participants over the telephone where their registration is less than seven days prior to their selected course.
- 3) CHPRSL reserves the right to cancel or postpone a course if there are insufficient participant numbers to make the course financially viable but will endeavour to provide at least five clear days notice where this may occur, except in circumstances beyond their control.

CHPRSL further undertakes to refund or transfer course fees according to the following criteria:

- 1) the participant has given not less than two weeks notice of their inability to attend the course – Full refund or transfer at no additional cost or penalty.
- 2) the participant has re-enrolled in the same course scheduled at another time – no additional cost or penalty.
- 3) the participant has enrolled in a different course – difference in course costs only, no penalty.
- 4) the participant gives less than two weeks notice and/or options 2 and 3 are unavailable, a 50% penalty of course fees may apply at the discretion of the Training Administrator.

- 5) the participant having applied for and being confirmed on to a course, fails to attend any part of a course, without any prior advice, CHPRSL has no obligation to refund course fees relating to that selected course.

## COURSE COMMENCEMENT and ATTENDANCE

**Commencement:** All courses have allocated and published start and finish times. Participants will be given either written or verbal confirmation on enrollment of these times. Any participant arriving 30 minutes after the scheduled start time, or wishing to leave 30 minutes before the scheduled finish time, without prior arrangement, will be deemed to have not successfully completed the course.

**Attendance:** Course participants are required to:

- sign an attendance sheet at the Club Reception prior to proceeding to the training area.
- check personal information, produce photo ID and sign RTO's Record of Attendance at the commencement of each course.

**Absence:** Advise the Training Department or Trainer before the scheduled commencement of the session or assessment activity.

*Note:* Any absence or late attendance (1/2 hour after advertised course commencement) may result in a *qualification not being awarded* depending on the learning and assessment requirements for the program on which they have registered.

## PARTICIPANT BEHAVIOUR

Participant behaviour must be such that it does not disrupt the learning of others or place them in danger. Inappropriate behaviour may result in the participant being disciplined and removed from the course until a resolution can be reached. This may result in a qualification not being awarded.

## COURSE INDUCTION

Induction is an important component at the commencement of each program of study and will be facilitated by the course trainer, assessor or if the need arises by administrative staff.

The induction process will provide an:

- Explanation of training facilities and Evacuation Procedures and assembly point(s)
- Overview of the Code of Practice and Student Handbook
- Outline of course learning requirements and the day(s) schedule any special OH & S requirements
- Overview of assessment requirements/activities incorporated in the program
- Explanation of the Course Assessment Grid and Course Evaluation Sheet
- Explanation of Recognition of Prior Learning procedures (where applicable)
- An outline of possible reference sources (if appropriate)
- Opportunity for participants to clarify any concerns they may have and identify any special assistance that may be needed

## COURSE ASSESSMENT

Assessments (participatory and/or written) are conducted for all qualifications delivered under the AQF. (*Any mark awarded is merely a component in the recognition of overall competence*). Assessment requirements are outlined in the Assessment Requirements section of your workbook together with a variety of possible assessment activities and will be covered by the trainer during course induction.

Course assessments may involve self paced learning exercises, completion of individual projects, assignments, quizzes or other learning activities. Trainers will provide participants with instructions and outlines for the completion of activities or written project/assignment together with the completion dates for assessment activities (where appropriate). Trainers and the Training Department will be available to provide resources and a support network to participants during their course of studies.

## ASSESSMENT RECORD and FEEDBACK (Declaration of Understanding)

**Assessment Record (Declaration of Understanding):** Participants are required to sign and date the Assessment Record (Declaration of Understanding) at the commencement of their course. No qualification can be issued to an individual unless the assessment record has been signed, dated and returned to the Trainer.

Participants signature on the form indicates that participants have been advised of the:

- Rights and responsibilities as a learning participant (*Handbook & Code*)
- Opportunity to access learning support (*Handbook & Code*)
- Course outline for the course in which they have been enrolled (*Information Sheet and Course workbook*)

- Accreditation status of the course (*Information Sheet and Course workbook*)
- Qualification to be issued on successful completion (*Information Sheet and Course workbook*)
- Assessment criteria for the course (*Information Sheet and Course workbook*)

Trainer/Assessor Feedback Record (Declaration of Understanding): At the completion of each course, Trainers and Assessors will provide feedback to individual participants in relation to their competency assessment(s). Participants are required to sign the feedback section of the Assessment Grid record *after* they have received feedback.

## COURSE EVALUATION

On completion of each accredited program unit participants are encouraged to complete and return to the trainer a course evaluation form providing feedback and comment on their training experience.

On programs involving full qualifications feedback will be for (a) individual units (b) progressive and (c) at course completion.

The feedback collected from each course/program supports our policies and procedures for the continual improvement of our programs and will assist in ensuring that participants are provided with a positive and relevant learning experience.

## APPEALS ON ASSESSMENT OUTCOMES

A process exists to manage participant appeals on assessment outcomes and appellants are welcome to invite a third party to any interview(s).

### PROCEDURE

- ◆ HR Manager or delegate advised by student that they wish to appeal against assessment outcome.
- ◆ Student completes application for assessment appeal form.
- ◆ HR Manager arranges assessment review meeting.
- ◆ Meeting includes HR Manager or delegate, Trainer Assessor, Student and Student witness (student option).
- ◆ Resolution from meeting -
- ◆ Original assessment decision reversed and student marked as competent
- ◆ Original decision stands and arrangements made for reassessment of student
- ◆ Minutes of meeting and outcome are put in writing and all parties invited to sign in agreement and copy given to the student.
- ◆ Re-assessment is conducted .
- ◆ Reassessment successful – student signed off as competent
- ◆ Reassessment unsuccessful – student provided with feedback and invited to attend portion of course where competency is still to be achieved
- ◆ Final outcome is provided in writing to the student– ie certificate issued / letter re reassessment outcome and steps to gain competence provided.

## GRIEVANCES

A process exists to manage participant's grievances about aspects of course access, delivery and/or assessment.

### PROCEDURE

- ◆ Participant grievance reported to HR Manager or delegate and provided in writing.
- ◆ Participant grievance received and recorded.
- ◆ HR Manager arranges and conducts interview involving- HR Manager and/or delegate or witness, the participant and a witness of their choosing and where appropriate the trainer.
- ◆ A record of the interview shall be made and those present are invited to sign record and a copy is provided to the student.
- ◆ HR Manager oversees action to address grievance.
- ◆ If not resolved, grievance may be referred to an independent arbitrator and costs may be shared between CHPRSL and the participant
- ◆ The arbitrators decision will be final and all parties must agree to this prior to arbitration
- ◆ Decision of arbitrator is reached and all parties sign agreed resolution & copy given to the student
- ◆ Where the grievance decision has highlighted a problem with policies and/or procedures the policy or procedures will be reviewed to resolve problem.

## STUDENT LIBRARY –RESOURCES

The Club can provide participants with access to a comprehensive range of written, videos, texts and other resources. These materials may be borrowed for study use. Instructors will arrange for loans on request.

Participants borrowing resource materials will be informed about: (a) the loan period, (b) copyright laws and (c) costs associated with damaged or lost material.

## STUDENT SUPPORT & SPECIAL NEEDS

Participant requiring learning or assessment assistance should inform either RTO administrative staff or their course trainer/assessor. CHPRSL will endeavour, where possible, to provide a flexible delivery and assessment process which will address individual needs, whilst maintaining the integrity of the learning and assessment process.

Participants requiring assistance or counseling related to study or personal difficulties, Should speak initially with their trainer for referral to appropriate support. (see also Helpline contact details at the back of this handbook).

## ACKNOWLEDGEMENT

*As an acknowledgement that you have read through this handbook we would ask that you sign the Assessment Record Grid that will be provided by your trainer at the commencement of the program. We would also ask that you complete the feedback forms regarding the content and quality of the program that you have attended so that we may take into account your comments when we review and upgrade our course material as part of our policy of continuous improvement.*

## DISCLAIMER

*While every precaution has been taken to ensure the accuracy of the information contained in this document, CHP RSL accepts no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.*

*Where participants on our courses may require additional information of a legal nature we recommend that they consult a suitably qualified NSW legal practitioner.*

## HELPLINES

Alcohol and Drug Information Service:	Ph: (02) 9361-8000 Freecall 1800 422 599
Australian Migrant Education Services (AMES):	Ph: (02) 9793 7499 (Bankstown)
Department of Community Services:	Ph: (02) 9716 2222 (Ashfield)
Holyoake NSW Institute of Alcohol and Addiction:	Ph: (02) 9904 2700
Centacare Gambling Counseling Service:	Ph: (02) 9630-7788
Centre for Addiction Gambling (Cumberland Hospital)	Ph: (02) 9840-3463
Life Line Financial Counseling Service:	Ph: (02) 9687-2184
G Line	Freecall 1800 633 635
Gamblers Anonymous:	Ph: (02) 9564-1574,
Redfern Legal Centre:	Ph: (02) 9698-7277
Legal Aid Commission of NSW:	Ph: (02) 9219-5000
Legal Aid:	Ph: (02) 9707-4555 (Bankstown)