

# **Best Restaurant Training**

## **Student Information Handbook**

**2017**



## **Student Information Handbook**

<b>Table of Contents</b>	<b>Page</b>
<b>General Information</b>	
Introduction	3
Location and Public Transport	4
Student Attendance and Behaviour	5
Complaints and Appeals	6
Best Restaurant Training Equity Commitment	7
Occupational Health and Safety	7
Privacy	7
Access to Student Records	8
Student Support Services	8
Academic Misconduct	9
<b>Planning for training</b>	
Competency-Based Training and Assessment Process	10
Recognition of Prior Learning (RPL) and Credit Transfer	10
Language, Literacy and Numeracy	11
Training Evaluation	11
<b>Course information</b>	
Enrolment Process	12
<b>Fees, Charges and Refunds</b>	
Course Fee Refunds	13
Extenuating circumstances	13
<b>Further Information</b>	13
<b>Appendix 1: Complaints and Appeals Policy and Procedure</b>	14
<b>Appendix 2: Complaint and Appeals Form</b>	19
<b>Appendix 3: Privacy Policy Statement</b>	20

## **General Information**

### **Introduction**

Welcome to Best Restaurant Training!

Best Restaurant Training is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the hospitality industry.

Best Restaurant Training has the following nationally accredited courses on its Scope of Registration:

- SITHFAB002 Provide responsible service of alcohol
- SITXFSA001A Use hygienic practices for Food Safety
- CPCCOHS1001A Work safely in the construction industry

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Best Restaurant Training.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

### ***Training Guarantee***

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

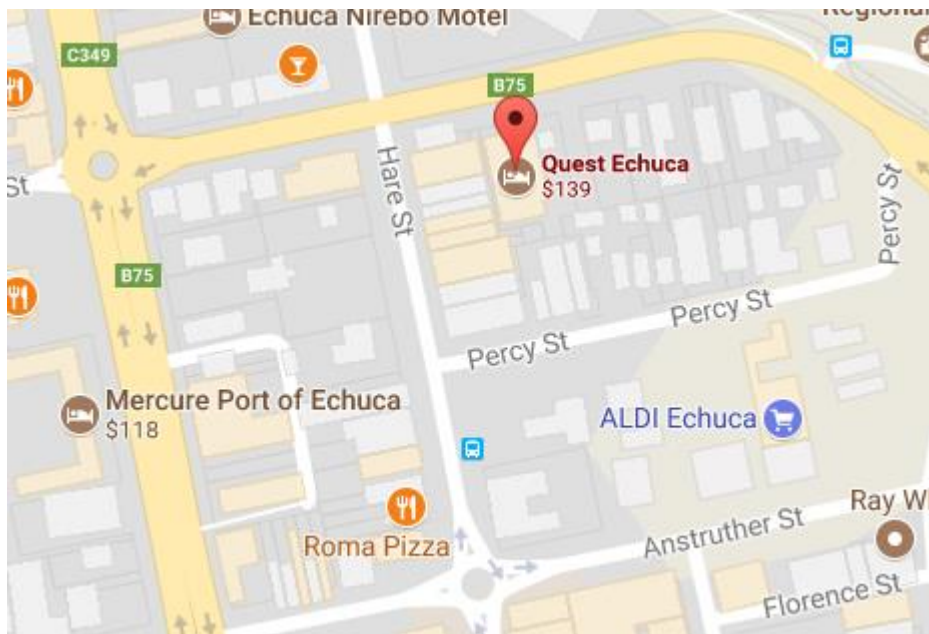
## Best Restaurant Training

### Location and Public Transport

Shepparton training takes place at Parklake Hotel, 481 Wyndham Street, Shepparton, Vic 3630.



Echuca training takes place at Quest Echuca, 25-29 Heygarth Street, Echuca, Vic 3564.



## **Student Attendance and Behaviour**

Students are required to follow all Best Restaurant Training rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or the Student Administration Department) if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Best Restaurant Training's academic rules and regulations. If a student is found to have acted in a way that Best Restaurant Training deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

## **Complaints and Appeals**

Students have access to Best Restaurant Training's complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Best Restaurant Training.

The definition for a complaint and an appeal are as follows:

**Complaint**

Initial notification of your dissatisfaction or an issue that has occurred

**Appeal**

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to Best Restaurant Training relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Student Administration or directly to the Training Manager. All complaints are handled with confidence and are reviewed by the Training Manager.

A student may also appeal a decision made by Best Restaurant Training in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) are listed as Appendixes to this Student Information Handbook, and copies can also be produced by the Student Administration Department at any time upon request.

Please read Appendixes 1 and 2 for more details about the complaints and appeals process.

## **Best Restaurant Training Equity Commitment**

All Best Restaurant Training staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Best Restaurant Training has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Best Restaurant Training acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1998 (Cth)

*All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)*

Best Restaurant Training fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Best Restaurant Training staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a Best Restaurant Training Representative, please contact the Training Manager, on 0431 305 889.

## **Occupational Health and Safety**

Best Restaurant Training complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

## **Privacy**

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for NVR Registered Training Organisations, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

A copy of the Privacy Policy Statement is available upon request.

## **Access to Student Records**

Access by students to their personal records is available upon request to the Student Administration Department. Students may contact Student Administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.

Student Access to the file will be granted only once written notification is received and Student Administration has validated the student's identification.

Access shall be provided within 2 days of confirming the student's identification.

## **Student Support Services**

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at Best Restaurant Training will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

***Name: Ben Trembath***

***Ph: 0431 305 889***

***Email: ben@bestrestauranttraining.com***

The Training Manager is able to provide links to external sources of support where the staff at Best Restaurant Training are not qualified or it is in the student's best interests to seek professional advice.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.



## **Academic Misconduct**

Students at Best Restaurant Training are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

### **Definitions:**

#### **Plagiarism:**

It is the act of presenting another person's work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

#### **Cheating:**

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own

Trainers and Assessors will check students work for any plagiarised content or cheating that has occurred. Please uphold the integrity of the RTO and avoid cheating or plagiarising.

## **Planning for training**

### **Competency-Based Training and Assessment Process**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

### **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

The RTO will ensure the following definition of Credit Transfer is implemented:

**Credit Transfer:** Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Best Restaurant Training. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to

## *Best Restaurant Training*

identify and assess previously acquired skills and knowledge against the required competency standards.

Course students applying for RPL must provide evidence to the satisfaction of Best Restaurant Training. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Training Manager by following the 'Complaints and Appeals Policy and Procedure.'

### **Language Literacy and Numeracy**

Best Restaurant Training recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student may need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

*If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.*

### **Training Evaluation**

Best Restaurant Training fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the RTO to address any immediate areas of concern.

#### **Completion Feedback:**

Students may be asked to complete a 'Learner Questionnaire' upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

## **Course information**

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes.

Please refer to individual Student Course Outline Brochures for course details, entry requirements, tuition fees, the enrolment process and related information.

## **Enrolment Process**

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in the Student Information Booklet
2. Select the course of study you wish to undertake and complete the Enrolment Form.
3. Sign the Enrolment Form to show that you understand all of the information provided, and return the Enrolment Form and return to RTO
4. Complete a Language, Literacy and Numeracy test if required
5. Provide the RTO with the tuition payment

*Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

## **Unique Student Identifier (USI)**

Best Restaurant Training has an exemption from the USI scheme as stated below;

*For training activity before 1 January 2017, training organisations delivering single day training courses will be permitted to issue a VET qualification or a VET statement of attainment to students who have not been able to provide a USI before completion of training. This transitional arrangement is intended to give training organisations specialising in this type of training activity time to develop their business processes and will be expected to participate fully in the USI scheme from 1 January 2017. However, during 2015 these training organisations must still:*

- *record and verify a USI where it is provided by the student before completion of training*

Students should be aware that their training will not appear on their USI transcript.

## **Fees, Charges and Refunds**

For up to date information relating to course dates and fee schedules please refer to our Course Fee List and Student Course Outline Brochures.

Please note that Best Restaurant Training may update fees and charges from time to time and it is recommended potential students contact Best Restaurant Training to ensure the most up to date information is obtained.

## **Course Fee Refunds**

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications shall be granted as indicated below:

<b>Outline of Refunds</b>	
Withdrawal more than two weeks prior to agreed start date	Full refund
Withdrawal less than 7 days prior to the agreed start date	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund or reschedule

### *Extenuating circumstances*

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Training Manager and shall be assessed on a case by case situation.

***Please note: where the Student breaches the conditions of enrolment no refund is payable.***

## **Further Information**

### ***Best Restaurant Training***

PO Box 604, Elwood, Vic 3184.

Phone – 0431 305 889

Email – [ben@bestrestauranttraining.com](mailto:ben@bestrestauranttraining.com)

*Best Restaurant Training* is registered under the National VET Regulator:

### ***Australian Skills Quality Authority***

- Melbourne - Level 6 595 Collins Street
- Brisbane - Level 7 215 Adelaide Street
- Sydney - Level 10 255 Elizabeth Street
- Canberra - Ground Floor 64 Northbourne Avenue, Canberra City

Ph: 1300 701 801      Website: [www.asqa.gov.au](http://www.asqa.gov.au)

## **Appendix 1**

# **Complaints and Appeals Policy & Procedure**

### **1. Policy**

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of;

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by Best Restaurant Training will be viewed as an opportunity for improvement.

Despite all efforts of Best Restaurant Training to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

### **2. Procedure**

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO and within the student information handbook.

#### **2.1 General Complaints**

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to Best Restaurant Training with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO.
- All formally submitted complaints or appeals are submitted to the Training Manager. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant;

## *Best Restaurant Training*

- Nature of complaint ;
  - Date of the event which lead to the complaint
  - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the Training Manager regularly. The information to be contained and updated within the register is as follows:
    - Submission date of complaint
    - Name of complainant
    - Description of complaint / appeal
    - Determined Resolution
    - Date of Resolution
  - A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
  - The Training Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
  - Once a decision has been reached the Training Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
  - The Training Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.
  - Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Training Manager.

## **2.2 Appealing a Decision**

All complainants have the right to appeal decisions made by Best Restaurant Training where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by Best Restaurant Training may include:

- Assessments conducted
  - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
  - Or any other conclusion / decision that is made after a complaint has been dealt with by Best Restaurant Training in the first instance.
- To activate the appeals process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the

## *Best Restaurant Training*

complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Department.

- The Training Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Training Manager shall ensure that Best Restaurant Training acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

### **General appeals**

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify Best Restaurant Training in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Training Manager and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Best Restaurant Training if they wish to proceed with the external appeals process.

### **Assessment appeals**

- Where a student wishes to appeal an assessment they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register.'
- The Training Manager shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by Best Restaurant Training.



## Best Restaurant Training

- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Best Restaurant Training if they wish to proceed with the external appeals process

### 2.3 External Appeals and Further Information:

#### External Appeals:

In addition to the above internal processes, if students enrolled with Best Restaurant Training are still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application with an external dispute resolution process by a relevant body appointed for this purpose (See below for contact details).

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant Best Restaurant Training shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student's grievance as soon as practicable. The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'complaints and appeals register' and the student file for a minimum of 5 years.

#### Victorian Based Students:

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

Organisation:	Disputes Settlement Centre of Victoria ( <a href="http://www.disputes.vic.gov.au/">http://www.disputes.vic.gov.au/</a> )
Contact Point:	<u>Melbourne Office:</u> Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888 Fax: 8684 1311

#### Further information

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form:

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

(ASQA website: [www.asqa.gov.au](http://www.asqa.gov.au) )

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA under

**Appendix 2**

**Complaints and Appeals Form**

The following is a cover sheet to support your complaint/appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

Please indicate what your grievance is (tick the appropriate box below):

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of submission:	
Name of Complainant:	
Detailed Description Of Complaint/ Appeal: (Include an outline of your complaint/appeal with details of dates and people involved)	
Signature:	
Date:	

## **Appendix 3**

### **RTO Privacy Statement**

Best Restaurant Training is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to personal information maintained by Best Restaurant Training and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words 'we' and 'us' in this document refer to Best Restaurant Training

#### **Your Personal Information**

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, Best Restaurant Training may not be able to:

- Provide the product or service you requested, or
- Enter into a business relationship with you.

#### **Collection of personal information**

Personal information will only be collected in relation to the provision of training services and the operation of the Registered Training Organisation.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer however this will not include sensitive information.

#### **Use and disclosure**

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

#### **Access to personal information**

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact Student Administration in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification in person to view the information.

## **Storage & Security**

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

## **Resolving privacy concerns**

If you wish to raise a concern about a privacy matter you should contact the Student Administration department.