



Restaurant
& Catering



2016

Student Handbook

Training

RESTAURANT & CATERING AUSTRALIA

Restaurant & Catering Australia (R&CA) is the national industry association representing the interests of 35,000 restaurants, cafes and catering businesses across Australia. R&CAA delivers tangible outcomes to small businesses within the hospitality industry by influencing the policy decisions and regulations that impact the sector's operating environment.

R&CAA is committed to ensuring the industry is recognised as one of excellence, professionalism, profitability and sustainability. This includes advocating the broader social and economic contribution of the sector to industry and government stakeholders, as well as highlighting the value of the restaurant experience to the public.

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RTO Details

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Enquiries: Training and Education Manager, gregs@restaurantcater.asn.au

Courses and Programs

Restaurant & Catering deliver a range of courses nationally within Hospitality.

These can be delivered

- face to face
- online*
- workplace*
- blended

** Conditions and restrictions apply*

Short courses:

- Responsible Service of Alcohol
- Restaurant & Caterers Licensees course
- Food Safety Supervisor
- Food Safety Supervisor refresher
- Safe Food Handling
- Coaching & Mentoring for Team Leaders
- Total Stock Control
- Promoting myBusiness
- Controlling Business Costs
- Essential Customer Service Skills
- Certified Professional Restaurateur Program (CPR)

Qualifications are:

- Certificate II in Hospitality
- Certificate II in Kitchen Operations
- Certificate III in Hospitality
- Certificate III in Catering Operations
- Certificate III in Commercial Cookery
- Certificate IV in Hospitality
- Diploma of Hospitality
- Advanced Diploma of Hospitality

Training is funded where possible but all courses are available under Fee for Service arrangements.

Enrolment requirements

After registering an interest in a training course delivered by Restaurant & Catering, the following documents may require completion:

- Enrolment form
- Privacy notice
- Statutory Declaration
- Unit list
- Residency Consent form
- Certified photo ID
- Language, Literacy & Numeracy test
- Statement of Service

If applying for Recognition of Prior Learning, Recognition of Current Competencies or Credit Transfer, the following should be considered as evidence to be submitted:

- RPL document, provided by R&CA
- Certified copies of attained qualifications, Academic Transcripts and Statement of Attainments
- A detailed work history/Resume
- Employer references detailing tasks performed
- Third-party reports
- Workplace log book
- Video/Photo evidence
- Evidence of attendance to industry seminars, workshops, trade shows and courses
- Evidence of industry subscriptions

**Additional documents or evidence may be required*

Apprenticeships and Traineeships

To be eligible, the worker needs to be:

- An Australian Citizen or permanent resident
- A New Zealand passport holder who has been a resident in Australia for more than 6 months
- In paid employment – full or part-time
- Engaged with ‘hands-on’ work with appropriate facilities and training at work

All training costs are funded and incentives are available to the employer for all ‘new worker’ apprentices and trainees.

Employers of ‘existing worker’ trainees may receive Commonwealth Government financial incentives. The employer needs to pay the cost of training and assessment services delivered by RTO’s to existing worker trainees.

The RTO will charge a fee for the apprentice or trainee at enrolment and at the beginning of each additional year of training.

Training and Assessments

All training and/or assessments will be conducted by industry experienced and qualified professionals. You will be allocated at least 1 trainer/assessor who will make contact with you on a regular basis for training and assessment.

The hours allocated for each visit will be dependent on the progress of the student and the time constraints of the workplace. In general if the visit comprises training and assessment, 2 hours should be allocated. Your supervisor is also an important part of the training and assessment processes.

Most training will be delivered and assessed in your workplace, however there may be units that require you to have training in another location and/or through another RTO.

If you are having any issues or trouble with the subject matter, additional training and mentoring can be arranged.

You will be asked to provide feedback on the training process throughout your program.

Resources

All training materials are provided by Restaurant & Catering. The trainer may provide additional materials to support the learning. You will be issued a number of student guides as a minimum resource to support the subject matter. These resources will assist you in completing your assessment tasks; they are not a definitive resource

Assessments

The type of assessment may vary and may include:

- Observation reports
- Third-party reports
- Case studies
- Role plays
- Written questions/Short answer
- Multiple choice questions
- Verbal questions
- Research

- Projects and assignments
- Evidence gathering

The assessment processes will be either Competent (C) or Not Yet Competent (NYC), if you are deemed NYC, you will be provided feedback and given opportunities to practice and be re assessed

Contact

You may be contacted on a regular basis by phone, be visited or emailed by our offices as a monitoring visit to check on your progress. Assessments will be conducted regularly, 4 visits minimum per year to 6 visits maximum per year.

Course completion

Upon successful completion of your course or qualification of study, you will be issued with one of the following:

- Nationally recognised certificate and academic transcript
- Statement of attainment
- NSW Food Authority FSS certificate and statement of attainment
- Office of Liquor Gaming & Racing QLD RSA or RSG certificate
- Office of Liquor Gaming & Racing NSW RSA interim certificate

Fees and Costs

Your AASN representative should have discussed relevant fees payable for your student.

For trainees/apprentices funded under Smart & Skilled in 2016 there is an annual fee payable per qualification. This fee is specified on the course registration form and there are concession fee and fee free scholarships available subject to availability. Student fees are paid by the employer. At the time of enrolment the responsibility for payment of this fee will be discussed and formalised. Students who are in receipt of a specified Commonwealth benefit or Aboriginal or Torres Strait Islander descent, may be exempt or entitled to a reduced fee.

If you have any questions about this quote you should contact the R&CAA Education and Training Manager. At the time of enrolment of your student this quote will need to be formally agreed to for the enrolment to go ahead.

All training resources and training notes required during training will be supplied.

Other fees may include:

- Certificate replacement
- Competency Card (RSA and RCG in NSW)
- Food Safety Supervisor Certificate (NSW)

Feedback

Restaurant & Catering may seek feedback from both the student and/or the employer from time to time. The information collected may be a requirement from ASQA (the national regulator for Australia's vocational education and training sector) State Training regulators for each state or funding providers.

Restaurant & Catering will also use the information provided for continuous improvement. This enables us to provide a better training experience and options to our members.

RTO Legislation

Registered Training Organisations are governed by the Vocational Education Training Act 2010 which sets out in detail the responsibilities and obligations of the RTO to the student and the employer. It also details the Government requirements for training delivery of Vocational Training.

Traineeships and Apprenticeships are governed by the Apprenticeship and Traineeship Act 2001. The Act sets out the administration, establishment, transfer, cancellations and suspension of Apprenticeships and Traineeships.

The RTO complies with the relevant requirements of the following ACTs:

- Training and Employment Act 2000;
- Occupational Health & Safety Act 1984;
- Anti-discrimination Act 1991;
- Privacy Act 2001;
- Child Protection Act;
- Copyright Act;
- Food Standards Australia New Zealand Act 1991;
- Standards for Registered Training Organisations (RTO's) 2015
- Standards for VET Accredited Courses 2015
- All relevant State Food Acts; and
- All relevant State Liquor Acts and Regulations.

Policies and procedures

Restaurant & Catering have a number of policies and procedures in place to protect the health and wellbeing of our students.

If you:

- Are dissatisfied with any aspect of the training and/or assessment process or an assessment decision given by R&CA
- Feel you need guidance relating to your work, learning or other personal issues that may be affecting you, or
- Where the behaviour of a trainer/assessor or any employee of R&CA offends or makes you feel uncomfortable,

You are encouraged to immediately contact the Education and Training Manager who will provide you with the necessary assistance.

The following policies and procedures can be found on our website at www.restaurantcater.asn.au or by calling the office on 1300 722 878.

- Code of conduct
- Grievance Policy & Procedure
- Fees & Refund Policy & Schedule
- Incident Policy, Procedure & Report
- Privacy Policy
- Fair Treatment & Equal Opportunities Policy
- Learning Support Services Policy
- Qualification Issuance Policy
- Continuous Improvement Policy

Complaints and Grievances

If a student is dissatisfied with any aspect of service (apart from assessment appeals) received from R&CA they are encouraged to follow these steps:

Step 1

Discuss the problem with their trainer/assessor as soon as possible.

Step 2

If the matter is not settled, discuss the problem with the R&CA Education and Training Manager.

Step 3

If the matter is still not settled, a Complaints and Grievances Form can be sourced from the trainer/assessor. This must be completed and forwarded to R&CA Education and Training Manager within 7 days.

Step 4

The R&CA Education and Training Manager will convene an independent Complaints Committee to assist in resolution.

Step 5

If the matter is still not settled, the student may appeal to ASQA. All complaints and grievances will be recorded in writing. On each occasion, the student will be given a written statement of the outcomes, including reasons for any decisions.

Assessment appeals

If a student is dissatisfied with any aspect of the assessment process or an assessment decision given by R&CA they are encouraged to follow these steps.

Step 1

Discuss the problem with their trainer/assessor within 48 hours of the assessment decision.

Step 2

If the matter is not settled, an Assessment Appeals Form can be sourced from their trainer/assessor. This must be completed and forwarded to the R&CA Education and Training Manager within 7 days.

Step 3

The Education and Training Manager will liaise within 7 days of receipt of the Assessment Appeals Form with the student and their assessor to assist in resolution. This may include the appointment of another assessor to review the evidence presented.

Step 4

If the matter is still not settled, the student may appeal to the R&CA CEO and has the right to be represented by an independent person or panel. This review will be concluded within 14 days. At each stage of the process the participant will be given a written statement of the appeal outcomes, including reasons for the decision.

Data Integrity

R&CA relies on students and clients to advise of changes in personal information in order to maintain complete, accurate and up-to-date records. Students have a legal obligation for inform the RTO of any change in personal details such as address, contact telephone number(s), etc.

Data Security

R&CA has ensured that all reasonable safeguards are in place to protect the information it holds against misuse or loss from unauthorised access, use, modification or disclosure. As a Registered Training Organisation (RTO) under the Australian Quality Training Framework (AQTF) 2007 Conditions of Registration and ASQA Standards for Registered Training Organisations (RTO's) 2015 R&CA is obligated to store information on student enrolments, qualifications issued, and results for a period of 30 years.

Access to records

All students, clients and employees have the right to inspect their own personal information held by the Association. The Association may charge a nominal fee for access to this service. Disclosure to a third party will only be granted after receiving written permission from the person whose information is held.

The R&CA Education and Training Manager should be contacted for access to this information.