



# **Australian Hospitality Academy (NSW) Pty Ltd**

**Participant  
Handbook**

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## **Introduction**

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Welcome to Australian Hospitality Academy (NSW) Pty Ltd. We are the leader in supply of Hospitality Qualifications at Certificate II, III & IV and also Occupational Health & Safety Certificate IV.

We are a Registered Training Organisation (RTO) accredited in NSW by the Vocational Education and Training Accreditation Board (VETAB).

Our RTO currently delivers the following Qualifications:

SIT20207 Certificate II in Hospitality (Operations)  
SIT30707 Certificate III in Hospitality (Operations)  
SIT30807 Certificate III in Hospitality (Commercial Cookery)  
SIT40307 Certificate IV in Hospitality (Supervision)  
BSB41604 Certificate IV in Occupational Health and Safety

Our trainers and assessors are highly qualified and have extensive experience. We are here to support you throughout our training programs and we hope you have an enjoyable learning experience.

## **The Australian Quality Training Framework (AQTF Standards)**

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You are about to consider becoming a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered to you in NSW by an organisation that has met the requirements of the VETAB.

These requirements are defined in the Australian Quality Training Framework (AQTF). VETAB audits Registered Training Organisations (RTO's) to ensure compliance against these standards.

The requirements are arranged into 3 standards and 9 conditions of registration, and are contained in the "Australian Quality Training Framework Standards for Registered Training Organisations". These are effective from 1 July 2007.

The AQTF and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

If you have any question regarding the AQTF, VETAB or the content of the standard please contact The Academy's CEO who will be able to assist.

## **Client Complaints**

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We will deal with any Participant complaints against our decisions in an effective and timely manner.

- Each complaint and its outcomes will be recorded in writing.
- Each complaint is heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant:
  - Has the opportunity to formally present his or her case
  - Is given a written statement of the appeals outcomes, including reasons for the decision.
- We will act upon any substantiated complaint.

Copies of the Complaints forms are available from The Academy's CEO.

All complaints are reviewed at our monthly management meeting and if appropriate result in a continuous improvements process.

If the Participant is still not satisfied with the resolution of the complaint, the National Complaints Code directs them to seek further assistance from VETAB, whose details are listed below.

### **VETAB**

Level 14, 1 Oxford Street  
Darlinghurst NSW 2010  
Ph: (02) 9244 5335

A copy of the National Code of Complaints is available from The Academy's CEO.

## **Client Appeals**

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We will deal with any Participant appeals against our decisions including, assessment decisions, in an effective and timely manner.

- Each appeal and its outcomes will be recorded in writing.
- Each appeal is heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant:
  - Has the opportunity to formally present his or her case
  - Is given a written statement of the appeals outcomes, including reasons for the decision.

If an appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

Copies of the Complaints and Appeals forms are available from The Academy's CEO. All appeals are reviewed at our monthly management meeting and if appropriate result in a continuous improvements process.

If the Participant is still not satisfied with the resolution of the appeal, the National Complaints Code directs them to seek further assistance from VETAB, whose details are listed below.

### **VETAB**

Level 14, 1 Oxford Street  
Darlinghurst NSW 2010

A copy of the National Code of Complaints is available from The Academy's CEO.

### **Legislative Requirements**

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We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes. Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly affects your participation in Vocational Education and Training includes:

#### **Commonwealth Legislation:**

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

#### **State Based Legislation**

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Child Protection (Prohibited Employment) Act 1998
- Unique Legislation

## **Occupational Health and Safety Policy**

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The NSW Occupational Health and Safety Act 2000 describes The Academy's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participants,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

## **Harassment and Discrimination Policy**

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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of The Academy.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

**Specific principles**

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

## **Privacy**

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The Academy takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

## **Vocational Education and Training Requirements and Policies**

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These are described in more detail in the VET Act 2005 (Vocational Education and Training Act 2005), but basically confirm the right of VETAB to audit The Academy, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

## **Apprenticeships and Traineeships**

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The Academy currently delivers traineeships and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

## **Working with Children**

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We do not currently accept people under the age of 18 for our current programs.

In the event that we change our policy or begin to deliver a training program for those under 18 years old, we will comply with all Federal and State working with Children legislation such as the Child Protection (Prohibited Employment) Act 1998.

Further information on the Working with Children's Check is available from The Academy's CEO.

## **Payment Policy**

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Fees are levied on all of our training programs.

The fees and charges applicable to each training program are negotiated directly with the participant, or with a participant's employer.

Any fees due must be paid by the method agreed in the course information sheet or as agreed with the participant's employer as per our agreed commercial terms.

All payments will be recorded in the MYOB accounting system and receipts issued.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.

1. All course fees to be paid in advance.
2. **australian. hospitality. academy.** accepts only the following forms of payment

<b>Credit Card</b>	American Express, Mastercard & Visa Card
<b>Direct Deposits</b>	must be received 5 working days prior to a course
<b>Cheques</b>	must be received 7 working days prior to a course
<b>Money Orders.</b>	must be received 7 working days prior to a course

Invoicing and Purchase Orders are only available on request to approved clients

3. Booking/s will be confirmed (by letter or phone) once payment received.
4. **australian. hospitality. academy.** reserves the right to cancel a course if there are insufficient participants enrolled.
5. Non-attendance without notice will result in the full course fee being charged.
6. A substitute may be nominated to attend the course without penalty.
7. No refund/s will be given after the training program has commenced.

## REFUNDS POLICY

**australian. hospitality. academy.** has in place a fair and equitable refund policy  
**australian. hospitality. academy.** will refund on the following basis:

- Any overpaid monies
- has cancelled the booking or course
- **australian. hospitality. academy.** are notified 7 days prior to commencement of a course (subject to our refund and cancellation policy)
- Refunds requested within 7 days of the course date will be required to submit a refund request letter to the **australian. hospitality. academy.** (subject to our refund and cancellation policy)

## TRANSFER POLICY

1. 7 days notice must be given for any transfers without penalty.
2. For transfers less than 7 days a re-booking fee of 25% of the set fee applies per person, course, consultation and or System.
3. Transfer made within 48 hours are subject to a re-booking fee of 50% of the set fee per person, course, consultation and or System.

## CANCELLATION POLICY

1. Cancellations made 7 days or more prior to a course shall be refunded less a 25% administration fee
2. Cancellations made within 7 days of a course shall be refunded less a 50% administration fee.
3. Cancellations made within 48 hours of a course **SHALL NOT** be subject to a refund.

### **Refunds**

We will ensure that a full refund of enrolment fees will be offered if a course is cancelled by us.

If a participant fails to attend a scheduled course with less than 48 hours notice of inability to attend, the course fees will be forfeited.

If a participant can provide 48 hours notice or greater of his inability to attend they can reschedule to another course without penalty.

Participants in exceptional circumstances can make application for special consideration to The Academy's Chief Executive Officer.

## **Participant Training Records Policy**

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We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising their confidentiality or your privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

We conduct an overnight download to an external Hard drive back up of our computer systems, this is the responsibility of our CEO.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years. In the event that we cease to operate as a RTO we will transfer all records to VETAB in appropriate format and details as specified by VETAB at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will invest in a suitable software package.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

## **Recognition of other Qualifications**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by The Academy.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

## **Access and Equity**

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We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Where our training programs have a limited number of available places, these will be filled in order of completed bookings

Any issues or questions raised regarding access and equity can be directed to The Academy's Chief Executive Officer.

## **Client Selection**

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There are few pre-requisites to enrolling in our training programs.

Due to the nature of the course work and the materials covered, we require participants to be fluent in written and spoken English. We also require that participants be "Able Bodied". If this presents a problem to participants we are able to work with them to assist with any issues.

If you have any questions please do not hesitate to discuss the course with us.

## **Enrolment**

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While we take training program bookings and payment over the telephone, all participants will not be considered "Enrolled" until they have received and reviewed the Participant Handbook and completed an enrolment form.

Both the participant handbook and the enrolment forms are available prior to course commencement.

At the rear of this participant handbook is an acknowledgement form that is to be signed and return to our office. This acknowledgement will then be kept on file within your individual participant file.

## **Induction**

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Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to The Academy training staff,
- Location of amenities, exits, safety marshalling points, contact details etc.
- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

## **Language, Literacy and Numeracy (LLN) Assistance**

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Our course standard material contains written documentation and very limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as:

Ultimo TAFE  
Harris Street  
ULTIMO NSW 2007  
AUSTRALIA  
Phone: within Australia 1300 360 601 outside Australia +61 2 9217 2900

The TAFE English Language Website is located at:

[www.sit.nsw.edu.au](http://www.sit.nsw.edu.au)

The TAFE web site for students with disabilities is:

<http://www.tafensw.edu.au/flexible/disability/welcome.htm>

## **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our training programmes.

In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant should see their trainer, or another member of The Academy's staff.

The staff member will ensure that the full resources of The Academy are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the participants needs exceed our capacity we will refer them onto an appropriate external agency.

## **Flexible Delivery and Assessment Procedures**

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The Academy recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will achieve good results.

The Academy will make any necessary adjustment to meet the needs of a variety of participants, The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

The Academy undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or The Academy's CEO.

## **Discipline**

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The Academy attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and The Academy's CEO and the appropriate action will be taken.

## **Recognition of Prior Learning Policy (RPL) & Recognition of Current Competency (RCC)**

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The Academy recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by The Academy should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for RPL / RCC at any time during the training program.

An RPL / RCC application form is available from The Academy's CEO.

Evaluation of RPL / RCC applications is charged at \$120 per hour.

## **Credit Transfer Policy**

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Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

**Credit Transfer** – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

## **Assessment Standards**

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All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the BSB401A, BSZ402A and BSZ403A units of competency from the BSZ40198 qualification or the TAA04 equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
  - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
    - be equitable, culturally and linguistically appropriate,
    - involve procedures in which criteria for judging performance are made clear to all participants,
    - employ a participatory approach,
    - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
  - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- a understanding of the definition and practical application of the above definitions.

## **Assessment Criteria**

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All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

## **Assessment Methods**

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Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, see further details in the appeal process section.

## **Replacement Qualifications and Statement of Attainments**

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A Qualification or Statement of Attainment can be re-issued. These shall be issued upon receipt of a fee of payable prior to printing. This fee shall include postage. The scale of fees is available from the Academy CEO.

## Acknowledgement Declaration

I acknowledge that I ..... have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of Australian Hospitality Academy (NSW) Pty Ltd.

.....  
Name

.....  
Signature

.....  
Date

.....  
Name of Witness

.....  
Signature of Witness

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Date