



## CLIENT INFORMATION SHEET

### **Client selection, enrolment and induction/orientation procedures**

All students will be deemed registered for the course once they complete the pamphlet enrolment form and full payment for the course is received. Prior to enrolment students receive the course pamphlet which outlines course information, content, fees and refund policy. Once accepted to the course, a confirmation letter is sent out to the participant detailing date and times of course, venue, parking details and a copy of this Client Information Sheet.

A more detailed enrolment form will be completed on the day and be given to the trainer before training commences.

For a full day course, morning tea, lunch and afternoon tea will be provided. In the introduction, when students first attend the session, they are told where the toilet facilities are, times and breaks of course and assessment details. (More detailed assessment procedures are stated in this document). All mobile phones must be turned off during training.

The training room will comply with all Health and Safety requirements.

Students will get the most out of the training day if they are not shy, ask questions and liaise with other participants or the trainer.

### **Flexible learning and assessment procedures**

**Accredited Course in Basic Food Hygiene:** This program is delivered on-site or off-the-job in an approved training room. It combines face-to-face trainer-led theory classes and practical sessions involving small group and individual activities. DVDs, role play and case studies may be used.

The students are provided with a set of course notes and reference materials which are used in the training sessions. Throughout the day there will be an assessment in the form of case studies and questions and answers. At the end of the course there will be a written test of about one hour duration. This can be given verbally and completed on the day. No Statement of Attainment will be issued until there is a successful completion of all written assessments and test.

**Accredited Food Safety Supervisors Course:** This course has a pre-requisite which is the successful completion of an Accredited Food Hygiene Course (DAY 1 of the Serve-Safe Course). This can be one delivered by Serve-Safe; however, Serve-Safe recognises the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO).

**The trainer must receive a copy of the Statement or Certificate of Attainment for an Accredited Food Hygiene Course from the client before they attend the Food Safety Supervisors Course.**

This program is delivered on-site or off-the-job in an approved training room. It combines face-to-face trainer-led theory classes and practical sessions involving small group and individual activities. The students are provided with a set of course notes and reference materials which are used in the training sessions. Part of the assessment is in the form of a students work book, part of which is completed throughout the day in small groups using the student's own food safety program if appropriate. The student must also complete some homework on-site at their workplace. The work book must be sent to the assessor within one month of the training session being undertaken. Students must also prove that they are implementing their food safety program by an on-site visit of the trainer or other evidence such as a food safety audit by the local council/government authority or external food safety auditor. No Statement of Attainment will be issued until there is a successful completion of all written assessments.

## **Refund policy**

A full refund will be given if the trainer is notified 14 days before the course commences. A 50% refund will be given if cancellation is less than 14 days but more than 7 days. No refund will be given if notice of cancellation is 7 days or less.

If there are any exceptional circumstances then a letter must be written to the Trainer who will make a decision with regard to refunds.

If the course is unable to go ahead because of insufficient numbers, refunds will be sent out to all prospective participants within 7 days of cancellation. A written letter will accompany the refund.

## **Provision for language, literacy and numeracy assessment**

For the 'Accredited Course in Basic Food Hygiene' the assessment in groups is throughout the day and a written test is usually completed by the student at the end of the day. The use of interpreters would be acceptable provided the trainer is told in advance. There may be an additional cost for food if additional people need to attend the course. The assessments can be undertaken on a one to one basis if there are language or literacy problem. The assessment can also be undertaken on site; however, additional costs may be required. With regards to the 'Accredited Food Safety Supervisors Course, this is a more advanced course. Participants must be able to read and write in English and it would not be suitable for someone who is not competent in the language. It might be possible for an interpreter to be used provided the student meets the pre-requisite requirements. This needs to be discussed with the trainer.

For an interpreter in Queensland contact Health Dept. Health Translations Directory – Interpreter Services: [www.healthtranslations.qld.gov.au](http://www.healthtranslations.qld.gov.au)

For an interpreter in Victoria contact Health Translations Directory – Interpreter Services: [www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

## **Client support, including any external support the RTO has arranged for clients:**

Serve-Safe will support the student wherever needed. This may include discussion with the trainer on any special needs of the participant. For example, the student may prefer to be assessed on a one to one basis or they may wish to be assessed on-site at their place of work.

## **Welfare and guidance services:**

If the student needs assistance or guidance with any aspect of the course or requires help with costs or assessment requirements, they are free to contact the Principal Trainer at any reasonable time. The information discussed will be kept confidential.

## **Appeals and complaints procedures:**

Any student who feels that they may have been unfairly treated, incorrectly assessed or have a complaint may appeal to the Principal Trainer. Should an employee of Serve-Safe receive a complaint either verbally or in writing, the Principal Trainer is to be informed immediately. A complaint or appeal may be lodged verbally in the first instance, but should be confirmed in writing. If the complaint relates to an assessment, the appeal must be lodged within 14 days after the results have been distributed.

The student will be interviewed by the Principal Trainer to discuss the issues raised and if possible to resolve the problem. All details of the meeting are to be documented on the Complaints and Appeals Register. A copy of the meeting notes is to be signed off as correct by both the trainer and the complainant.

Where the appeal relates to an unsatisfactory result in the assessment, the student will be examined verbally to determine the extent of the student knowledge of the subjects. If there is a demonstration of the required knowledge, the student will be provided with the necessary documentation to indicate the appropriate score level. The Appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.

However, should the complaint need conflict resolution or further investigation, in the first instance, the Chief Executive shall attempt to resolve the issue, however if required, an external independent consultant may be

asked to intervene. The consultants utilised by Serve-Safe are, in Victoria, Lesley Tweed of LMT Consulting and in Queensland, Deb Baxter of Baxter's Management & Training Systems Pty Ltd. The complainant will be advised in writing of the outcome upon resolution.

Details of all meetings and discussions will be documented on the Complaints and Appeals Register.

### **Disciplinary procedures**

Participants are expected to maintain an appropriate standard of dress and behave in a manner that will not upset or disturb other students or the trainer. The trainer has the right to request that the offending person leave the room. Details of the concerns and actions taken would be documented in the Complaints and Appeals Register.

### **Staff responsibilities for access and equity**

Serve-Safe welcomes all participants and will not discriminate with regards to age, colour or race. Staff ensure that access for training courses is made equitable to all persons who wish to enrol, providing they meet the pre-requisites if so required.

### **Recognition of qualifications issued by other RTO**

Serve-Safe recognises AQF qualifications and statements of attainment issued by any other RTO.

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

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the assessor must be confident that the applicant is currently competent against endorsed industry competency standards or outcomes specified in accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. Serve-Safe ensures that individual's prior learning is recognised, irrespective of how or where the learning has taken place.

All applicants upon request will be provided with more detailed information regarding the RPL policy and procedure. Applications for RPL will be managed and assessed by a person or persons with relevant qualifications. An assessment and verification of the application will be undertaken. Further information/documentation may be requested and assessed. An on-site assessment may be required.

**Credit transfer** involves assessing a previously completed course or unit of competency to see if it provides equivalent learning or competency outcomes to those required within the student's current course of study.

Applications for RPL or Credit Transfer should be made by the applicant on the Application form. Please contact Ms Lyn Charlesworth, Serve-Safe Food Hygiene Training Services P/L: In Queensland - PO Box 1901, Sunshine Plaza, QLD 4558 or in Victoria - PO Box 184, Box Hill, 3128 to obtain a copy of the application form.

Charges levied are an administration fee and an assessment fee. These fees are partially refundable on enrolment to an accredited course. RPL and Credit Transfer will be granted where it can be substantiated that the applicant has achieved the learning outcomes of the unit of competence.

## PREPARATION FOR TRAINING

Think about what you want to achieve:

- Why are you attending? & what do you hope to learn?
- Ask your manager or supervisor if there is any thing in particular you should ask or find out about during the course.

Take the opportunity to:

- Meet people, make new friends & make new colleagues

Do not call work – make arrangements for someone to handle queries. If you have to take a mobile phone please keep it switched off during the sessions.

Participate – you will get more from the training if you:

- Ask questions and join in discussions.

Evaluate the training – you will be given the opportunity to make comments on a variety of aspects of the training. You will be helping others too if you:

- Give honest feedback
- Tell the trainer whether the training helped you to achieve what you wanted
- Comment on the extent to which the training met your professional needs
- Complete the provided evaluation sheet.

Follow up with your team leader/manager. When you get back to your workplace, make an effort to discuss the benefits of the course with your team leader/manager.

Make it a day well spent:

- Come relaxed and make an effort to get the best out of it
- Enjoy yourself

This is an accredited course. When you receive your certificate keep it in a safe place, as you may need to produce it at an interview as proof of your achievement. Make sure that your manager has a copy of your certificate and ensure the organisation's food safety program training records are updated.