



Code of Practice

Serve-Safe Food Hygiene Training Pty Ltd
PO Box 1901, Sunshine Plaza
Maroochydore QLD 4558

1 STANDARD

Systems for quality training and assessment

Serve-Safe has systems in place to plan for and provide quality training and assessment across all of its operations

- Serve-Safe Food Hygiene Training Services Pty Ltd (Serve-Safe) has written policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations.
- Lyn Charlesworth, the Chief Executive will ensure that the policies and procedures are circulated, understood and implemented consistently throughout the organisation.

Lyn Charlesworth, Director (Chief Executive) of Serve-Safe has defined responsibility and authority to:

- Ensure that Serve-Safe complies with the *Standards for Registered Training Organisations* across all of its operations and in all of its training/assessment activities
- Ensure that the Serve-Safe provides for examination of documentation and reasonable access to all areas, records and staff as required by the registering body for the purposes of audit
- Report on Serve-Safe's compliance with the *Standards for Registered Training Organisations*; for review and as a basis for improvement
- Apply to the State registering body that has registered it, for any extension to scope of registration
- Provide details, upon the request of the State registering body that has registered it, of all operations within its scope of registration including operations in other States;
- Advise the State registering body that has registered it that Serve-Safe has commenced operations in any other State within 21 days of commencing the interstate operations; and within 3 months of ceasing delivery and/or assessment in a location outside the state.
- Provide the State or Territory registering body that has registered it with accurate and timely information regarding registration and compliance.
- Serve-Safe has an organisational chart and duty statements that show the lines of authority, the responsibility and duties of all staff.
- Serve-Safe's organizational chart and duty statements set out the role of each staff member in implementing the RTO's training and/or assessment system.
- The Chief Executive will conduct an internal audit and review of Serve-Safe's compliance with these Standards and the policies and procedures mentioned at least annually.
- Serve-Safe will document and implement policies and procedures for dealing in a constructive and timely manner with client complaints and appeals against decisions made by Serve-Safe.
- Serve-Safe will have a written agreement with each organisation that provides training and/or assessment on behalf of Serve-Safe.

1 STANDARD

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- Serve-Safe has a written plan for its business that is consistent with its scope of registration and operations.
- Serve-Safe will document and implement procedures which identify and manage risks concerned with compliance of the *Standards for Registered Training Organisations*
- Serve-Safe will take corrective and preventative action in relation to any failure to comply with the *Standards for Registered Training Organisations* and Serve-Safe's policies or procedures.
- Serve-Safe will collect and analyse colleagues, clients and customers feedback and satisfaction data on the services it provides. All courses delivered have an evaluation component which students are asked to complete.
- When dealing with courses delivered on-site, a copy of the student's evaluations is given to the Manager so they can then obtain feed back from their staff on the course content and relevance to their organisation.
- Annually an evaluation sheet to Serve-Safe's main clients to assess the trainers performance during the year, any new areas that they might be interested in Serve-Safe delivering and criticism and positive feedback to improve the services provided.
- The information gathered from various evaluations is used to review and improve Serve-Safe's policies and procedures. Serve-Safe will act on opportunities for improvement identified by any means and has a policy for continuous improvement of its systems.

2 STANDARD

Compliance with Commonwealth, State/Territory legislation and regulatory requirements

Serve-Safe ensures that compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and compliance is maintained.

- Serve-Safe will comply with relevant Commonwealth, State/territory legislation and regulatory requirements including: occupational health and safety; workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, racial vilification, disability discrimination and vocational education and training.
- Serve-Safe ensure that its policies and procedures meet the requirements of Commonwealth or State legislation which are relevant to Serve-Safe's operations Staff are provided with information about current legislation that affect their duties and clients are provided with information about current legislation and regulatory requirements that affects their participation in vocational education and training.,
- Serve-Safe has up to date Professional Indemnity and Public Liability Insurance. The Home/office is also insured for, building and contents relevant staff are covered by workers compensation.

3 STANDARD

Effective financial management procedures

Serve-Safe has effective financial management procedures in place.

- Serve-Safe's Director (Chief Executive), Lyn Charlesworth, has defined responsibility and authority to ensure that Serve-Safe complies with its financial management policies and procedures; monitors and reports on compliance with its financial management policies and procedures, for review and as a basis for improvement.
- Serve-Safe when requested will provide the state body that has registered it with a formal assurance that the RTO has sound financial management standards for matters related to the RTO's scope of registration and scale of operations.
- Serve-Safe is certified, at least annually, by a qualified accountant and upon request, the audit report will be made available to the State registering body. Serve-Safe if requested by the State registering body will obtain, and make available to the State registering body, a full audit report from a qualified independent accountant.
- Serve-Safe have implemented a system to protect fees paid in advance.

3 STANDARD

Effective financial management procedures

Serve-Safe has effective financial management procedures in place.

- It is important that Serve-Safe puts in place a reasonable and fair refund policy.
- A full refund will be returned if notice is given 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 the Trainer will make a decision with regards 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.
- Details of the course refunds are stated in the original pamphlet sent out to prospective clients, the Client Information letter sent out on confirmation of enrolment and in the code of practice on the website.

4 STANDARD

Effective administrative and records management procedures

Serve-Safe has effective administrative and records management procedures in place.

- Serve-Safe document and implement policies and procedures to assure the integrity, accuracy and currency of records that includes: storage of electronic records in a locked fire proof safe and back up of all electronic records.
- Serve-Safe will ensure retention, archiving and retrieval of student results for a period of 30 years and transfer consistent with State registering body requirements
- Serve-Safe will ensure archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the State registering body.
- At this stage Serve-Safe does not apply for government funding.
- Serve-Safe will safeguard any confidential information obtained by Serve-Safe and staff. No information about a client will be disclosed to a third party without the written consent of the client. This excludes information as required under the RTO's standards
- Clients will be able to gain access to their personal records provided the information is requested in writing and that information is forwarded to the address stated in the records.
- Serve-Safe maintain up-to-date records of all staff and trainers qualifications and experience, enrolments, address, dates, course taken etc and fees paid and refunds given.

4 STANDARD

Effective administrative and records management procedures

Serve-Safe has effective administrative and records management procedures in place.

- Serve-Safe have implemented version control procedures for managing materials that relate to its scope of registration. Materials are reviewed for currency by the chief Executive and staff prior to re-issue. All staff required to perform any function under Serve-Safe's scope of registration have ready access to all necessary current materials.

5 STANDARD

Recognition of qualifications issued by other RTOs

Serve-Safe recognised the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by any other RTO.

- Serve-Safe's recognises the AQF qualifications and Statements of Attainment issued by any other RTOs. Information regarding this mutual recognition is given to staff and clients before commencement of their training. .

6 STANDARD

Access and equity and client service

Serve-Safe applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

- Serve-Safe's policies and procedures will incorporate access and equity principles. These policies will be adhered to by staff.
- All clients receive clear and concise information prior to enrollment. This includes enrolment and induction/orientation procedures, course information, including content and vocational outcomes, fees and charges, refund policy, provision for language, literacy and numeracy assistance, client support, flexible learning and assessment procedures and recognition of prior learning. Other areas including welfare and guidance services, appeals and complaints procedures and disciplinary procedures.
- Clients are also made aware of staff's responsibilities for access and equity.

7 STANDARD

The competence of RTO staff

Each member of Serve-Safe's staff who is involved in training, assessment or client service is competent for the functions they perform.

- Lyn Charlesworth is the only principal trainer delivering the accredited units of competency.
- Serve-Safe has developed and implemented written procedures for the recruitment, induction, and ongoing development of each member of its staff who is involved in training, assessment or client service, encourage and provide relevant opportunities for their professional development, and monitor their performance.
- Serve-Safe's induction program for new staff contains information on training packages, competency based training and assessment, VET requirements and policies and staff responsibilities for access and equity.
- Serve-Safe ensures that training is delivered by a person who has all the competencies in the Certificate IV from the Training Package for Assessment and Workplace Training.

8 STANDARD

RTO Assessment

Serve-Safe's assessments meet the requirements of the endorsed components of Training packages and the outcomes specified in accredited courses within the scope of its registration.

- Serve-Safe ensures that assessments, comply with the Assessment Guidelines included in the Health and Hospitality nationally endorsed Training Packages for the specific units of competency.
- These assessments will lead the issuing of a Statement of Attainment when a person is assessed as competent against nationally endorsed unit(s) of competency in the Health and Hospitality Training Packages.
- The assessments are valid, reliable, fair and flexibility. All applicants are informed of the context and purpose of the assessment and the assessment process.
- The focus of the assessment is on the application of knowledge and skill to the standard of performance required in the workplace.
- The Trainer will obtain sufficient evidence to enable judgments to be made about whether competency has been attained. Feedback is given to the student about the outcome of the assessment and guidance for future options.
- Serve-Safe ensures that the assessments are equitable for all persons taking account of individual needs relevant to the assessment. There is also a provision for reassessment on appeal.
- Serve-Safe offers RPL to all its applicants on enrolment and has an RPL process that is structured to minimize the time and cost to applicants. It also provides adequate information, support and opportunities for participants to engage in the RPL process.

9 STANDARD

Learning and Assessment Strategies

Serve-Safe identifies, negotiates, plans and implements appropriate learning and assessment strategies to meet the needs of each of its clients.

- Serve-Safe has developed and implemented learning and assessment strategies for each unit of competency for partial qualifications in the Health and Hospitality Training Packages within the Serve-Safe's scope of registration.
- The assessment strategies have been developed in consultation with enterprises and industry and have been amended in line with new legislation and food safety standards.
- The delivery and assessment strategies identify proposed target groups, delivery and assessment modes and strategies, assessment validation processes and pathways.
- These strategies were documented on application for registration and on extension of scope.

- Serve-Safe validate its assessment strategies by: reviewing, comparing and evaluating the assessment processes, tools and evidence with other colleagues and key clients at least annually. Also information may be discovered in the various journals and magazines I receive.
- Any improvement to the assessments is document on the Opportunity to Improve form.
- Serve-Safe ensure that in developing, adapting or delivering training and/or assessment products and services, the methods used to identify learning needs are documented. The requirements of the Training Package are met and units of competency are identified.
- Serve-Safe ensures that any customising meets the requirements specified in the relevant Training Package.

- Serve-Safe will ensure that language, literacy and numeracy skills required are consistent with workplace demands specified in the relevant units of competency.
- Serve-Safe ensures delivery modes and training and assessment materials meet the needs for a diverse range of clients.
- Where assessment or training is conducted in the workplace, Serve-Safe negotiates the delivery and assessment strategy with the employer and learners; works with the employer to integrate any on-the-job training and assessment; and schedules workplace visits to monitor/review the training and assessment.
- Serve-Safe does not work with apprenticeships or traineeships. We do not deliver on-line or training by distance.

9 STANDARD

Learning and Assessment Strategies

Serve-Safe identifies, negotiates, plans and implements appropriate learning and assessment strategies to meet the needs of each of its clients.

- Serve-Safe has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.

10 STANDARD

Issuing AQF qualifications and Statements of Attainment

Serve-Safe issues AQF qualifications and statements of attainment that meet the requirements of the Australian Qualifications Framework Implementation

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- Serve-Safe will only issue Statements of Attainment that are within its scope of registration and that certify the achievement of competency standards from nationally endorsed Training Packages.
- The Statement of Attainment meets the requirements in the current *AQF Implementation Handbook*.
- Serve-Safe will issue, record and report Statements of Attainment that identify the units of competency from Training Packages, that the client has attained; and identify Serve-Safe by its national provider number.

11 STANDARD

Use of national and State/Territory logos

- Serve-Safe uses the Nationally Recognised Training (NRT) logo on Statements of Attainment issued within its scope of registration; and in accordance with the Nationally Recognised Training Logo Specifications.
- Serve-Safe uses the NRT logo in advertisements only where it complies with the requirements of Standard 11.1 (ii) and Standard 12.
- Serve-Safe uses any of the following statements in advertisements only in respect of training and/or assessment within its scope of registration: Nationally Recognised Training,' '(recognition authority) Recognised Training;' and Registered by (the recognition authority) to issue the following qualification.
- Serve-Safe will use the logo of the recognition authority only in accordance with the recognition authority's conditions of use

12 STANDARD

Ethical marketing and advertising

- Serve-Safe's marketing material is accurate and approved by the Director of Serve-Safe.
- Serve-Safe will accurately represent to prospective clients training products and services that lead to a Statements of Attainment, and ensure that advertised outcomes are consistent with these qualifications.
- Serve-Safe will advertise the Statement of Attainment only if they are included in the RTO's scope of registration and will not state or imply that services are within that scope if they are not.
- Serve-Safe's marketing and advertising material will identify training and assessment services leading to a Statements of Attainment separately from any other training/assessment services