



National Food Institute

Student Handbook Version 2.7

Student Handbook

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Student Handbook

National Food Institute welcomes you to your training program. We provide a personalised experience for our students and are recognised for quality vocational education and training. We believe we can offer you a valuable learning experience and a qualification to support you in your vocation.

In this handbook we have tried to cover any relevant information that might pertain to you and your training and the RTO. We encourage you to ask questions if you are in doubt about anything in this handbook or if you just wish to have more information. Information contained in this handbook was correct at time of printing. Please be aware that legislation changes and might not be reflected in this handbook.

REGISTERED TRAINING ORGANISATION

As a Registered Training Organisation (**RTO**), National Food Institute provides nationally accredited training programs to our students. We are committed to ensuring that your training provides you with the skills, knowledge and attitude to help you in your current job and your future career.

The purpose of this induction manual is to assist you by setting out the process by which we train and assess our students and to provide you with information to assist you during your training program.

Please take the time to read this information carefully to ensure our time together is engaging and productive.

MISSION STATEMENT

National Food Institute is committed to providing excellence in Vocational Education and Training, partnering industry to deliver current and relevant assessment practices in the workplace



THE VOCATIONAL TRAINING SYSTEM

The Australian Vocational Education and Training (VET) system aims to ensure that the skills of the Australian workforce are sufficient to support internationally competitive commerce and industry and to provide individuals with the opportunity to optimize their potential. There is a clear relationship between Australia's economic performance and the skill level of our workforce.

COMPETENCY BASED APPROACH

The competency based approach to learning and performance underpins the whole learning and assessment methodology in the VET sector. To understand this approach is to begin with the very first step of the journey – how we define competence.

Competence is defined as the skills and knowledge required to perform the tasks a job requires, to the standards demanded by industry. Each industry has defined the minimum knowledge and skill requirements for effective employment in the workplace, which are called competency standards.

Competency Based Training (CBT) is training based on what a person requires to operate effectively in industry. It focuses on the skills and knowledge an individual has, rather than on how they attained the skills and knowledge. With CBT, the focus is now on what industry

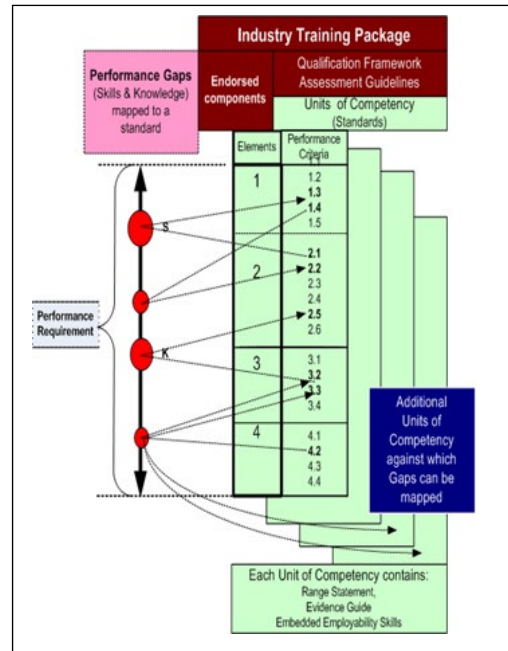
expects the holder of a qualification to be able to do in workplace terms at the end of a learning experience, irrespective of how the learning took place.

TRAINING PACKAGES

Training Packages are the next stage in competency based training. The minimum skills and knowledge requirements have been written up as competency standards.

These standards are packaged in different ways to represent the work done at all levels within an industry – from the new worker to the experienced technicians and managers. The industry standards form the basis of qualifications.

All that remains is the guidelines for assessment so that assessment would be fair and equal for each individual, in every industry and every State and Territory. Each industry has developed these guidelines and because competencies were written to reflect workplace standards, the way to assess skills has changed to better suit each work situation.



To complete your course you need to demonstrate your competence in a specific number of Units of Competence set out in your training plan. A unit of competence is a key work outcome in your workplace.

Each **Unit of Competence** (UOC) describes the outcomes from the application of a complete set of skills and tasks that are needed to be done as part of a job. **Elements** are the key components that make up each Unit and then **Performance Criteria** describes the required level of performance in terms of workplace outcomes.

GOVERNMENT SUBSIDISED/FUNDED TRAINING

National Food Institute have been approved to deliver government subsidised training under the Skills First Program in Victoria, Smart and Skilled Program in New South Wales and Skills Tasmania Agreement in Tasmania.

Depending on which state you live in will determine your funding and/or subsidising training

VICTORIA

The Skills First Program is a Victorian Government scheme that aims to facilitate access to vocational education and training for people who do not hold a post-school qualification or who want to gain a higher level qualification than they already hold.

To receive government subsidised training under the Skills First Program, Victorian students must meet the eligibility criteria:

Citizenship/Visa Requirement

To meet the eligibility criteria, students are required to be either:

- an Australian Citizen
- the holder of a permanent Australian residency visa;

- a New Zealand Citizen; or
- an Asylum Seeker or Victim of Human Trafficking (further criteria applies).

Anyone who does not meet the Citizenship/Visa Requirement will not be eligible.

Up Skilling Requirement

To be considered up skilling students need to be enrolling into a course at a higher level than the highest qualification that is currently held (secondary school qualifications or school based qualifications do not need to be considered). If they are under 20 years of age (as at January 1st, in the year of commencement of training) they are exempt from having to meet the up-skilling criteria, however if they are still attending secondary school they will not be eligible for a funded training position under the Skills First Program.

How many courses are students eligible for?

Students are eligible to **commence** a maximum of two subsidised courses at the same qualification level in their lifetime. This restriction applies whether or not they complete the courses. For example, this means if they have already commenced two different subsidised courses at the Certificate III level, they may only commence courses at the Certificate IV level (or above) and be subsidised under the Skills First Program.

In addition, eligible students can begin up to two subsidised courses in a year as long as they are not undertaking any more than two subsidised courses at a time.

When eligible individuals access Government Funded Training, opportunities to access additional government funded training may be affected.

All trainers and assessors must be signed off as RTO Authorised Delegates before commencing any program. This forms part of the Induction process.

NEW SOUTH WALES

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

To receive government subsidised training under the Smart and Skilled Program, student must meet the eligibility criteria:

- Must be 15 years old or over
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?

TASMANIA

The Department of State Growth, through Skills Tasmania, delivers the User Choice Program through subsidies to Registered Training Organisations (RTOs) of an employer's choice to make a contribution towards the cost of providing training and assessment for nationally recognised training to apprentices and trainees.

To receive government subsidised training under the Smart and Skilled Program, student must meet the eligibility criteria:

- Must be 15 years old or over
- Must live in Tasmania

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- An Australian citizen, Australian permanent resident living in Tasmania for a minimum period of six months, humanitarian visa holder or New Zealand citizen
- Not undertaken same government funded training in the last five years

When eligible individuals access Government Funded Training, opportunities to access additional government funded training may be affected.

FEES AND COST INVOLVED IN UNDERTAKING TRAINING

Students are advised of all fees and charges associated with a course, including course fees, administration fees, material fees and any other charges via marketing material and the website.

At the pre-training review/induction session prior to enrolment students are informed about the total amount of all fees, payment terms, any fees and charges for additional services and the refund policy. The student acceptance agreement provided on the enrolment form is seen to be an acceptance of understanding all fees and charges, payment terms and refund terms associated with the enrolment and as referenced National Food Institute' fees, charges and refund policy.

Fees

Refer to our website for details of current tuition fees. Fees are subject to change at any time.

Concessions Fees

If you hold a concession card, you may be eligible to be charged a concession tuition fee. National Food Institute will need to sight the original concession card and obtain a copy for our records.

ENROLMENT PROCESS

National Food Institute take a lot of care to ensure that the course you wish to enrol in is appropriate and most suitable for you at the time. To help us make this determination, you will undergo a short pre-enrolment interview with a trainer and assessor who will ask you few short questions and get you to complete a language literacy and numeracy evaluation.

This will also assist us in making sure we provide you with the required support throughout your studies. The process is very simple, and the trainer will guide through answering all your questions to ensure you have full understanding of the course you wish to enrol in.

Once the appropriate and most suitable course has been recommended, students receive the following information that will ensure full understanding of your roles and responsibilities in undertaking a training program with National Food Institute.

- Course Outline which provides information on the course content
- Dates and length of course (training plan)
- Access and Equity
- Language and Literacy Support
- Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Opportunities
- Complaints and Appeals Processes
- Fees and refund information
- Pre-requisites for entry into the program

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- Assessment methods
- Completion and qualification issuance information

STUDENT SUPPORT

All students will have an Individualised Training Plan that demonstrates that they reviewed the units of competency, understand course requirements, agree to the assessment methods and timelines. The Training Plan will also be used to verify Participation of Learning in conjunction with Attendance Sheets.

If it is identified either through the Pre-Training Review and Language Literacy and Numeracy evaluation or once training has commenced that the student requires additional support, National Food Institute will provide this support through many different methods. These may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency

UNIQUE STUDENT IDENTIFIER

All students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) when they are still at school (VET for secondary students).

What is a USI?

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training

How can I get my USI?

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When you enrol with National Food Institute, you can authorise National Food Institute to apply for your USI on your behalf by signing the USI Declaration which is part of the enrolment form.

If National Food Institute apply for your USI on your behalf, you will need to activate your account in order to be able to view your transcript. To activate your USI account:

- Clicking on the link that was sent to either your email address or mobile number.
- Once you have clicked on the link you will be asked to set up a password and two check questions.
- You will then be able to login to your USI account.
- **National Food Institute cannot do this part for you.**

If you would prefer to apply for your own USI, refer below:

- Go to www.usi.gov.au
- Select 'Student Login'
- Agree to Terms and Conditions
- Select 'Create USI'
- Follow the steps to create a USI

You will need a form of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

For further details, refer here <https://www.usi.gov.au/documents/student-quick-guide> .

THE VICTORIAN STUDENT NUMBER (VSN)

The VSN is a student identification number that will be assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training Organisations.

The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25 at which point the student's VSN will be retired. The VSN is nine digits long, randomly assigned, and tied to stable information about the student (name, date of birth, gender).

For further information, refer here

<http://www.vcaa.vic.edu.au/Pages/schooladmin/vsn/parents.aspx> .

CHANGE OF DETAILS

You must inform National Food Institute of any changes to your address or contact details within seven days of the change. Please contact head office on 03 9850 7546 or email info@nationalfoodinstitute.com.au so that we can update your details. This prevents you from missing any relevant correspondence sent to your address and/or ensures you can be contacted at all times.

You will also receive a username and login password upon enrolment. This is system generated and will allow you to access the student portal. In the portal you can change minor personal details as well as track your progress in you course.

You must also inform National Food Institute of any other change that may be relevant to your training status as a student/trainee. If your name changes at any time during your training you will need to provide your proof of name change document (i.e.: marriage certificate, name change certificate). An RTO representative will need to verify this or alternatively you can provide a certified copy of the proof of name change document. You may provide this to your Trainer or alternatively at any of National Food Institute's training facilities.

TRAINING AND ASSESSMENT STRATEGIES

National Food Institute is committed to learning strategies that are holistic, cyclical and integrated. This means that we believe that all training programs must bring together a number of learning opportunities including:

- Small group workshops for colleagues input and discussion;
- Tutorial and mentoring sessions conducted by skilled practitioners;
- Accessible written and audio visual materials linked to curriculum and job activities;
- Workplace based tasks and activities linked to learning outcomes; and
- Opportunity for guided workplace practice and review

Your training program is delivered at your workplace via one-on-one, small group mentoring and tutoring sessions both on and off the job. National Food Institute's trainers will work with you and your workplace supervisor to prepare and maintain a suitable training delivery plan. If you are a School Based Trainee, we will work with your school to ensure the program meets your requirements.

You have signed a Training Plan developed with you and your employer, which details your commitment to undertake training. The Training Agreement indicates your commencement and completion dates and registers your details with the State Training Authority.

Prior to an assessment taking place, trainers will inform the student of what is going to be assessed and how the assessment will occur. They will outline what needs to be done in order to complete assessment tasks and where required define a pathway to successful completion of the assessment task. The trainer will be available to answer questions regarding the assessment prior to its occurrence.

Some examples of assessment activities are:

- Workbooks – Students may be given worksheets that may be collected as evidence.
- Role Play – Students may be asked to participate in a hypothetical situation to demonstrate their skills and knowledge.

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- On-the-job demonstration – Students may be asked to show their assessor evidence of competency in the workplace.
- Class Presentation – Students may be asked to present a small talk to others to illustrate a point.
- Group Project – Students may be put together in groups to complete a project on a given topic within a given timeframe.
- Self-assessment checklists – which may be completed alone or with the trainer to allow the Student an on-going measure of their own learning progress.
- Learning checks – Students will be asked to complete these on an on-going basis to help them develop a continued understanding of the program content.

Reasonable Adjustment

Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment in line with requirements of the Training Package. Reasonable adjustments will be provided for students with special learning needs (such as disability or a learning difficulty) according to the nature of the learning need and application according to the requirements of the relevant Training Package.

Evidence of assessment collection can be adjusted to suit individual student needs if required and will be endorsed by the Program Manager and the student.

The learning needs that form the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the applicant/student. Any adjustment will be recorded in the student file and will not compromise the competency standard.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- customising resources or activities within a training package or accredited course;
- modifying a presentation medium;
- providing additional support;
- providing assistive or adaptive technologies;
- making additional information accessible both before enrolment and during the course; and
- monitoring these adjustments to ensure that the candidate's needs continue to be met

The grading of the overall assessment of competency will be either '**COMPETENT**' or '**NOT YET COMPETENT**'. You may be required to complete a number of assessments throughout your training program and these may be resulted as '**SATISFACTORY**' or '**NOT YET SATISFACTORY**'. You will need to obtain a '**SATISFACTORY**' result in all assessments to be deemed '**COMPETENT**' for each unit of competence. There is no mark/grade given against an assessment and you cannot fail. If you receive an assessment that is '**NOT YET COMPETENT**' or '**NOT YET SATISFACTORY**' please talk to your trainer in regard to further training and development to bring your skills into line with a competent assessment.

RE-SUBMISSION OF NOT YET COMPETENT ASSESSMENTS

As part of the assessment process we have already discussed the situation of Competent and Not Yet Competent assessment results.

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If a Trainee has been deemed Not Yet Competent by their assessor, they will be able to resubmit corrected work. This will be planned between the Trainer and the Trainee and noted on the Candidate Declaration Form Re-Submission section.

National Food Institute will allow a Trainee to resubmit assessments for re-assessment 3 times.

WITHDRAWAL

If you wish to terminate your participation in the training program, please inform your Trainer immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly.

National Food Institute may also withdraw students who are no longer seen to be actively engaged in their training programs- refer to attendance and training engagement.

PARTIAL COMPLETION

Statements of Attainment will be issued to students who satisfactorily complete either units of competency from a Nationally Recognised Qualification, or a module from an accredited course that is on the Scope of Registration. National Food Institute will issue Statements of Attainment that show the following:

- Name of the provider as shown on the Certificate of Registration
- Name of the person receiving the Statement
- Name of the course/Training Package qualification as shown on the Scope of Registration.
- Date issued
- Authorising signatory of National Food Institute
- Nationally recognised training logo where courses are nationally recognised
- Units of competence achieved in relation to courses based on national competency standards.

COMPLETION

As part of the completion process, you are required to sign a completion form acknowledging the completion of all aspects of the training program before a qualification can be issued. This can be obtained from your trainer upon successfully finishing all training requirements or directly from the National Food Institute offices. The completion form is also signed by your Trainer as acknowledgement that all requirements of the training program have been deemed competent as per the student training plan.

For students undertaking a traineeship, the completion form also needs to be signed by the workplace supervisor as acknowledgement that you have completed all of the on-the-job and structured training requirements of the program.

In the event that a signature cannot be obtained on the completion form from one or more of the required parties, National Food Institute will accept written acknowledgement of the above points in its place.

National Food Institute will issue full qualifications and statements of results within 30 days of receiving evidence of all assessments being deemed competent and receipt of a finalised completion form:

National Food Institute will issue Certificates and Record of Results that show the following:

- Name of the provider as shown on the Certificate of Registration
- Name of the person receiving the qualification
- Name of the course/Training Package qualification as shown on the Scope of Registration.
- Date issued
- Authorising signatory of National Food Institute
- Nationally recognised training logo where courses are nationally recognised
- Units of competence achieved on any certification issued in relation to courses based on national competency standards.

RECOGNITION OF CREDIT TRANSFER (CT)

National Food Institute recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or statement of attainment issued by another training organisation you can apply for National Recognition for units of competence that are matched to a unit within the training program. It is your responsibility to indicate your intention to do so and apply for National Recognition through supplying a copy of your original transcript, this is completed as part of the pre-training review/induction session prior to enrolment and there is no charge.

Students can also apply for Credit Transfer. Credit Transfer is a process by which students can receive consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes. Students can apply for Credit Transfer as per the National Recognition process and there is no charge to do so.

Credit Transfer will be granted where students have previously completed qualifications or units that are recognised as being equivalent to those in the qualification or unit/s within the training program. Credit transfers will be based on established credit agreements with other training organisations or on guidance provided in the relevant training package about equivalence between superseded and current training packages.

If it is determined that there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal – refer to appeals process.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised. Students seeking RPL will be provided with a copy of an RPL application form. Our National Food Institute Trainers will assist students in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

RPL process:

1. Outline on the application form the details of your past experience relevant to your training program.

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2. You will be asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria via the RPL kit.
3. Following your submission of an evidence portfolio or RPL kit the Assessor will assess your current competence against the performance criteria or learning outcomes of the unit or module for which skill recognition is being sought.
4. An assessment report will be provided, including, where current competence is not established, a recommended skill acquisition solution. You may be asked to provide additional information or attend a second interview at a later date where Students that are successful in the RPL application and who meet all the requirements (i.e. have provided adequate evidence of competency) will be able to proceed to further training/obtain the certificate. Applicants may appeal any decision through the appeals procedure.

STUDENT CODE OF CONDUCT

As a student with National Food Institute, all students must follow the National Food Institute Student Code of Conduct.

Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimise
- Have their personal details and records kept private and secure according to our Records Management policy
- Access the information National Food Institute holds about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to National Food Institute on the client services, training, assessment and support services they receive

Student responsibilities

All students are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known

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- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to National Food Institute in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism • Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify National Food Institute if any difficulties arise as part of their involvement in the program
- Notify National Food Institute if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking at training venues and on the premises of National Food Institute
- Make payments for their training within agreed timeframes

Behavior

You will be expected to treat National Food Institute staff members and fellow students with respect and observe any conditions which may appear in this handbook or be raised during the course by a National Food Institute staff member. Where your behaviour is affecting the learning process, you will be asked to leave and be given a written warning. Re-entry to the training program will need to be negotiated with the trainer. Breaches to the code of conduct may result in course suspension or course cancellation.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion or age.

- Inappropriate language and actions will not be tolerated.
- Harassment and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes after lunch and coffee breaks.

Consumption or being under the influence of alcohol or illicit substances during training hours is unacceptable and will result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the traineeship or training program and the appropriate law enforcement agency being notified.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards always. Students should be punctual to all training sessions. If you are late you may be marked as not having attended a training session and this may affect your overall result.

Dress and hygiene

Neat, comfortable clothing is generally considered appropriate for classroom based sessions. For any workplace based training you will be advised by your workplace Supervisor/Mentor of any specific requirements prior to commencing.

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Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

General requirements

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. National Food Institute accepts no responsibility for any belongings which may be stolen or go missing.

Smoking is not permitted within the building or in such a way that blocks entrance to the facilities.

If you have a personal health condition which may become critical while attending the course, please advise your Trainer before commencing the course. All information will be treated in strict confidence and is only needed so that National Food Institute can provide support or treatment should an emergency arise

Should you be involved in any accident which results in personal injury and /or damage to equipment or facilities, notify the Trainer immediately.

Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building via the Emergency Stairs. Emergency procedures and exit plans are covered on the first session of a new training program.

DO NOT USE THE LIFT IN CASES OF EMERGENCY.

Student integrity and honesty

Plagiarism and collusion (or cheating) in any form are unacceptable and will be treated seriously by National Food Institute.

Plagiarism: “the practice of taking someone else’s work or ideas and passing them off as one’s own”

Collusion: secret or illegal cooperation or conspiracy in order to deceive others

Some examples of cheating include:

- Not acknowledging reference materials used (ask you trainer for more information about appropriate referencing);
- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assessments from another student;
- Soliciting assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of work of others from previous courses
- Stealing work from Trainer/Assessor, computer, other students etc.

National Food Institute has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst students including:

- Student declaration of authenticity of work submitted
- Clear assessment guidelines;

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- Multiple assessment methods for each unit;
- Students are reminded to ensure they appropriately acknowledge all reference materials used to prepare an assessment task;
- Online students have their own individual secure login for online work.

If cheating is suspected, National Food Institute staff members must source evidence to support the claim. This can involve:

- a) Review previous work of the student;
- b) Comparisons with other students work where collusion is suspected;
- c) Discussions with the students involved;
- d) review of previous incidences of cheating (if any) and the disciplinary action taken;

If the claim is substantiated, the assessment result will be recorded as Not Yet Competent and you will be advised of disciplinary procedures to be taken if required. If you are unhappy with the result you can lodge an appeal using the appeals procedure.

DISCIPLINARY PROCEDURES

National Food Institute rarely needs to apply disciplinary actions to students. We identify that some undisciplined behaviour is the result of difficulties experienced in the training setting or in the personal or work circumstances.

Our trainers are required to demonstrate suitable negotiation skills in such difficult circumstances. In the event of undisciplined behaviour disturbing the learning of others or the safety or harmony of the learning environment:

The trainer will require:

- That the student leaves the environment;
- That a written report be made to the students' supervisor with a copy provided to the employer and employee;
- That a negotiation be conducted to reconcile difficulties and develop a strategy for solving problems; and
- That in the event that negotiation fails the matter is referred to National Food Institute for other action

ACCESS AND EQUITY AND CLIENT SERVICE

National Food Institute abides by access and equity principles and will provide information, advice and support services to assist students to identify and achieve their desired outcomes.

National Food Institute is committed to providing an environment which is free from discrimination and harassment. Students will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

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A student should never feel that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at National Food Institute however, students who feel they are in this situation should contact the Director on 03 9850 7546.

National Food Institute's policy sets out the Access and Equity principles and processes to which National Food Institute is committed in operating as a Registered Training Organisation (RTO), and is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or any disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of National Food Institute's access and equity policy is that all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of National Food Institute.

WELFARE AND GUIDANCE SERVICES

In order to protect the welfare of students and to ensure students have positive studying and working experiences, National Food Institute:

- A. Does not permit or require students to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Students will be notified where exemptions have been provided.
- B. Does not permit or required full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self-paced or online studies), unless there is a reasonable course related reason to do so and the registering body has given specific written exemption which approves a different schedule. Students will be notified of any need to attend sessions outside of these times prior to commencing training.

Being a student is exciting, but it can also be challenging. Workplace supervisors and management in your organisation can be approached to gain advice on academic, professional, organisational and personal issues. Staff at National Food Institute 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.

We aspire to identify any additional support you may require to successfully complete your training, prior to commencement of your course. The information provided on your enrolment form regarding previous education, disability and background specifications as well as the LLN section helps us with the assessment and ultimately with the correct choice of additional support.

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Achieving your goals can be hampered by a range of personal, family related, socio-economic, cultural and psychological factors. These factors could create an extra burden on you because of your specific situation.

National Food Institute will try to help you deal with your difficult situations through timely determined appropriate intervention. The intervention could be on individual or group basis, as identified after an initial assessment of the situation.

The process of intervention will help and facilitate you to deal with your issues, needs and concerns that negatively affect your overall learning process through:

- Individualized consultation and advice
- Referrals to appropriate services
- Information
- Strategies of collective self help

If you need further information, support or to make an appointment with a Welfare Organisation please contact one of our Assessors/Trainers.

CHILD SAFE STANDARDS

National Food Institute fosters a culture of openness, inclusiveness and awareness. All National Food Institute staff and contractors consider the safety of all children and recognize the importance of cultural safety for Aboriginal children, cultural safety for children from culturally and linguistically diverse backgrounds and the safety of children with a disability.

Our commitment to child safety

- National Food Institute is committed to child safety.
- We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and contractors.
- We are committed to the safety, participation and empowerment of all children.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
- National Food Institute is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.
- National Food Institute has robust human resources and recruitment practices for all staff and contractors.
- National Food Institute is committed to regularly training and educating our staff and contractors on child abuse risks.
- National Food Institute supports and respects all children, as well as our staff and contractors. National Food Institute is committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- National Food Institute has specific policies, procedures and training in place that support our leadership team, staff and contractors to achieve these commitments.

If you feel unsafe at any point during your training with National Food Institute, see your trainer immediately. If do not wish to speak to your trainer, contact National Food Institute head office on 03 9850 7546.

OH&S / WHS

It is your responsibility to:

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- To not willfully or recklessly interfere or misuse anything provided by National Food Institute in the interests of health, safety or welfare.
- To co-operate with health and safety directives given by staff of National Food Institute.
- To ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.

National Food Institute recognises the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities with the organisation. National Food Institute strives for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation

- National Food Institute meets the requirements of the OH&S Act 2004 (Victoria) and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures.

COMPLAINTS/APPEALS

The purpose of the complaints, reviews, appeals and feedback process is to provide fair, transparent and consistent processes for dealing with complaints, feedback, and applications for review and appeal.

Complaints process

Academic related complaints include but are not limited to assessment results, training delivery, training quality and changes to course structure.

A non-academic complaint is an expression of dissatisfaction relating to matters that do not fall under academic complaints. These can include but are not limited to sexual harassment, vilification, discrimination or payments/refunds issues.

National Food Institute has developed this procedure to:

- Reassure students that any complaints, reviews, appeals or feedback will be taken seriously, handled professionally and confidentially in order to achieve a speedy outcome
- Ensure that students have a clear understanding of the steps involved in the procedure
- Provide students with contact details of public, independent authorities who may assist in the event of a dispute

The aim of this process is to ensure that:

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- All complaints, reviews, appeals and feedback received will be given priority and consideration with full attention to details with the objective of immediate solution, and amicable settlement to all parties concerned
- Resolution to any dispute between aggrieved parties will be addressed informally, and in an open and trusting environment
- All matters will be resolved with reference to the win-win principles of dispute resolution

We encourage open communication and an environment of trust. Therefore, any student with a complaint is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

- Should the matter remain unresolved or be inappropriate, the student is encouraged to contact the senior management team in writing using the Complaints Form (this can be obtained from the training staff or from the National Food Institute website).
- Should the matter remain unresolved or be inappropriate, the student is encouraged to contact an external arbiter for consideration and due intervention, as necessary, to reach an objective solution to the matter in dispute.

The senior management may also decide that contacting an external arbiter is the best course of action. Details of a suitable independent arbiter are:

Dispute Settlement Centre of Victoria (DSCV)
Level 4 456 Lonsdale Street
Melbourne VIC 3000
Tel: (03) 9603 8370
Fax: (03) 9603 8355
www.disputes.vic.gov.au/

Should the matter remain unresolved the student may seek the advice of the independent registering body for National Food Institute: Australian Skills Quality Authority (ASQA). ASQA is experienced in dispute resolution processes involving RTOs and has the power to take appropriate action:

ASQA
Level 6 595 Collins Street
Melbourne VICTORIA 3000
www.asqa.gov.au
Phone: 1300 701 801

Appeals process

If you have any concerns in relation to:

- Your Training Program
- Your Trainer
- Any assessments undertaken

Please discuss these initially with your trainer or by contacting the head office on 03 9580 7546 or via email info@nationalfoodinstitute.com.au. These concerns will be referred to an independent assessor and, if necessary, your employer. You do have a right to appeal if you

have concerns that cannot be resolved. National Food Institute is primarily responsible for the delivery of your training program and if you wish to appeal please follow the process detailed below:

1. The issue is raised directly with the training staff concerned in an attempt to provide an opportunity for a satisfactory resolution. This may involve scheduling a re-assessment of the learner for the unit(s) of competency in question.
2. Should the matter remain unresolved the appeal is formally raised in writing with the senior management team. The assessment appeal is referred to an independent assessor for examination and resolution. The independent assessor will review all existing assessment documentation to determine course of action – such as re-assessment as required.
3. Should the matter still remain unresolved the student may seek the advice of the independent registering body for National Food Institute: Australian Skills Quality Authority (ASQA).

ASQA is experienced in dispute resolution processes involving RTOs and has the power to take appropriate action:

ASQA
Level 6 595 Collins Street
Melbourne VICTORIA 3000
www.asqa.gov.au
Phone: 1300 701 801

If National Food Institute requires longer than 60 calendar days to process and finalise the complaint or appeal, all parties involved will be informed in writing outlining the reasons why extra time is needed. All parties will be updated of the progress regularly

PRIVACY ACT AND CONFIDENTIALITY

National Food Institute manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and system we outline in NFI (Australian Privacy Principles) APP Privacy Policy, that ensure our compliance with the APPs and any binding registered APP code, and provide suitable procedures for National Food Institute personnel to be able to deal with related inquiries and complaints that may be received from time to time.

National Food Institute at all times complies with the *Privacy Act 1988* (Privacy Act). The Act prevents National Food Institute from providing any Student details to any person other than the student. As such, all matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view student files need to be made in writing to National Food Institute. All personal and company details provided to National Food Institute by students will remain confidential. Records containing personal and company details will be stored securely with limited access to appropriate personnel. Student records may be used by National Food Institute and relevant authorities for statistical analysis.

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National Food Institute will keep complete and accurate records of the admission, academic progress and graduation of its students, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on request.

Students should be familiar with the Privacy Act Legislation, which is relevant in all dealings with customers, students and internal suppliers and peers. This legislation is detailed on the website <https://www.oaic.gov.au/privacy-law/privacy-act/>

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Standards for Registered Training Organisations (RTOs) 2015), National Vocational Education and Training Regulator Act 2011 and administered by the Australian Skills Quality Authority.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, National Food Institute is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:

- Student Identifiers Act 2014;
- Higher Education Support Act 2003 (VET FEE HELP – if relevant);
- Standards for Registered Training Organisations (RTOs) 2015; and
- Data Provision Requirements 2012.

It is noted that National Food Institute is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly Education Act(s), Vocational Education & Training Act(s) and Traineeship & Apprenticeships Act(s) relevant to state jurisdictions of National Food Institute operations).

Under the APPs you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

EVALUATION OF TRAINING AND CLIENT SERVICES

National Food Institute are continuously improving their courses and, so you will be asked to provide feedback periodically with regard to all aspects of your training experience including feedback on your Trainers/Assessors, course content, assessment, facilities and the National Food Institute team.

You will also be asked to complete an NCVET Learner Engagement survey towards the end of your training program. Feedback received forms part of the continuous improvement process to ensure National Food Institute provides quality training and assessment. National Food Institute must also provide a summary report of the feedback to its Registering body to provide an indication of its performance. This is a condition of registration.

Please be assured that any evaluation of services is confidential and used for the purposes of improving the quality of our service to students.

QUALITY GUARANTEE

We are committed to deliver high quality training and assessment consistent with the highest industry standards. National Food Institute obligations to the learner, include responsibility

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for the quality of the training and assessment in compliance with Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF certification documentation. This includes, but not limited to:

- Provide staff with all necessary induction and training
- Conduct regular reviews of training and assessment procedures
- Consult with regulatory groups, staff, and Students to assess the quality of training and assessment
- Always seek to improve training and assessment procedures
- Provide all the necessary resources to implement these processes

National Food Institute has a quality assurance system for managing and monitoring all education and training operations in place and reviews staff and student satisfaction on a regular basis. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

We collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry Feedback is used to improve training and assessment, in the way that we measure it against our course and service quality and effectiveness in regular reviews.

RELEVANT LEGISLATION

A range of legislation is applicable to National Food Institute staff and students. Information on relevant legislation can be found as follows:

Occupational Health and Safety	Age Discrimination Act 2004
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Australian Human Rights Commission Act 1986
Corporations Act 2001 (Cth)	Racial Discrimination Act 1975
A New Tax System (GST) Act 1999 (Cth)	Sex Discrimination Act 1984
Health Record Act 2001 (Vic)	VET Quality Framework
Standards for RTOs 2015 (Cth)	Student Identifiers Act
Privacy and Data Protection Act 2014 (Vic)	Public Records Act 1973
Skills First Program – Quality Charter	Equal Opportunity Act 2010 (Vic)
Disability Act 2006 (Vic)	Child Wellbeing and Safety Act 2005 (Vic)
Working with Children Act 2005 (Vic)	Competition and Consumer Act 2010
National Vocational Education and Training Regulator Act 2011	