



Veritas Training Group

Student Handbook





Veritas Training Group

I would like to take this opportunity to welcome you to our Campus.

As a participant in a Veritas Training Group course we hope you will enjoy developing your skills and knowledge with our team of professional trainers.

We have a proud record of placing our learners in the work force and if we can be of assistance to you please do not hesitate to contact one of our professional staff.

We have an 8am to 8pm, 7 days a week contact number.

Enclosed in this booklet you will find:

welcome

- COMPANY POLICY STATEMENT
- PARTICIPANT CODE OF CONDUCT
- CODE OF PRACTICE
- CONTACT INFORMATION
- SERVICES
 - Job Placement Services
 - Reference to Agencies that may be able to assist you in:
 - Accommodation
 - Child Care
 - Transport
- GENERAL INFORMATION:
 - Course Information
 - Course Commencement
 - Course Fees Policy
 - Refunds Policy
 - Entry Criteria/Award to be gained
 - Appeals Against Assessment
 - Access & Equity Policy
 - Complaints Procedures/Dispute Resolution
- RECOGNITION OF PRIOR LEARNING POLICY



Veritas Training Group

As well as this booklet you will also receive training notes throughout the duration of your course.

On completion of your course we welcome you to complete a Student Evaluation Form to let us know what you think of our training methods and our company.

Once again welcome and enjoy your training with us!

Michael Solway
Managing Director



Veritas Training Group

COMPANY STATEMENT

Veritas Training Group is a professional, Registered Training Organisation, specialising in the provision of theoretical and practical vocational training to the hospitality industry and industry at large.

Our company delivers approved training to learners, both self-funded and/or government funded.

We are committed to providing the very best possible quality in our work, and to becoming recognised for:

- Control in course design and planning.
- Selection and training of personnel, subcontractors and curriculum providers to maintain high standards.
- Rigorous monitoring of course delivery quality.
- Ensuring our clients achieve stated competency levels.
- Commitment to continuous improvement and best practice standards.

This statement is issued to indicate our attitude to vocational training and our standards of service.

QUALITY STATEMENT

The primary goal of Veritas Training Group is to provide high quality, nationally recognised training to assist people in gaining formal qualifications to work in hospitality and administration/clerical industry sectors.

Veritas Training Group provides clients with:

- Nationally endorsed qualifications and short courses.
- Modern, up-to-date training facilities and resources.
- Personalised training with staff that have the qualifications and professional experience in the relevant industry.

Veritas Training Group aims to be a leader in training in the region by providing the personnel, facilities and resources for the delivery of quality training programs.



Veritas Training Group

COURSE PARTICIPANT CODE OF CONDUCT

Over the duration of this course, each participant is required to follow certain guidelines, which ensures the smooth running and open learning of all.

1. DRESS CODE

Dress code is to be advised by the trainer on a day-to-day or week-to-week roster basis. This comprises of three types of dress.

- a. Full black and whites for hospitality students - usually worn during practical sessions of training and always during the work experience elements of the course if appropriate.
- b. Neat Casual - casual clothes, which does not include open shoes/thongs, ripped or torn clothing, hats and caps in public access courses.
- c. Training Uniform – may include a nominated polo shirt worn with dark trousers / skirt.

Note: Participants are to wear their nametag, which is supplied by VTG (on long duration courses), at all times when in training. If this is lost or destroyed, the participant will be required to purchase another tag at a cost of \$5.00

2. JEWELLERY

Due to health and safety, and occupational hygiene within all sectors of industry, in particular hospitality, participants are asked to;

- Not wear oversized jewellery
- Limit rings to two on each hand
- Have no visible necklaces / chokers
- Not wear nose / facial rings
- Limit earrings to one in each ear (females)
- Not wear earrings (males)
- Not wear bangles / bracelets
- Wear limited make up / cleanly shaven each day

Note: *This is a requirement of most employers in the industry. We require compliance with these codes whilst attending training and work experience.*

3. EATING

No eating is permitted during class hours including gum.

4. DRINKING

The drinking of non-alcoholic beverages is permitted during class hours.



Veritas Training Group

5. BREAKS

Participants will be given a 15 minute break in the morning and afternoon (more during theoretical components).

Lunch will be 45 minutes duration, although this time may vary from day to day.

Short course participants will be provided with a break of approximately 20 – 30 minutes and this will be co-ordinated by the trainer in liaison with the course participants.

Participants are to check with their trainer, the day prior, to clarify breaks on the next day, if they have appointments to keep.

6. SMOKING

Smokers are only permitted to smoke during the allocated breaks, in a designated area outside the building.

7. PARKING

It is both the responsibility of, and cost to each learner to find their own carpark. It is advised that no valuables be left in cars. Veritas Training Group takes no responsibility for stolen vehicles or damages, which may occur at any carpark.

8. ABSENTEEISM

It is a requirement, for the successful completion of the course, that attendance is a minimum 80%. Participants who are unable to attend class for a day or a part thereof, must contact the 8am – 8pm, 7 day telephone number prior to the commencement of that particular day. A medical certificate must be produced for that day or period in returning to the class. (As is the case with the majority of industry employers.)

9. CONDUCT

General courtesy is to be displayed toward other participants, Veritas Training Group and venue staff at all times.

10. COURSE NOTES AND TEXTBOOKS

Participants will be required to bring with them to class each day relevant textbooks and notebooks as directed by the trainers.

11. TELEPHONE CALLS

Personal calls are not to be made or received during sessions unless strict emergency. Public phones are accessible to participants. Mobile phones must



Veritas Training Group

be turned off during training times unless the participant has reasonable reason for the use of a mobile phone, eg work commitments or job interview.

12. NOISE

All participants are required to keep noise levels to a minimum when entering and leaving the premises. Other courses are conducted within the premises, and consideration to them is expected.

13. INDUSTRY EXPERIENCE

The learner must adhere to all aspects of and requirements within the course of industry placement, as stated by your trainer, and as set out in the Industry Placement Guidelines in your Learner Log Book. (Provided to you for appropriate courses where work experience is part of the training component.)

14. WORKPLACE HEALTH & SAFETY

Participants agree to follow all Workplace, Health & Safety aspects of the course as outlined by their trainer.

15. ACCESS TO STUDENT INFORMATION

After a student has enrolled in a course, a student may be able to access their personal and private information. This provision directly relates to the privacy act. To access the information, you will be required to provide us with confidential details of yourself. An example of these details would be your full name, the address you were at when participating in your course, or such an address that you have updated with us, your date of birth, your student identification number, the competencies of a course you have enrolled in and the way you may have paid for your course. If our personnel feel that the information you are providing is not correct or insufficient to meet the requests of releasing information, you will not be able to access this information. Your information and other student information will remain private and confidential. Your trainer is not permitted to provide you with information about another student.

Should you require further information on our policies relating to the release of your information, please contact our head office.

16. LEARNER DISCIPLINE

Veritas Training Group have a learner discipline policy and procedure which provides for a three phase process:

1 st incident	Learner verbally counselled
2 nd incident	Learner counselled and advised in writing of outcome
3 rd incident	Learner counselled and advised in writing of their withdrawal from the course.

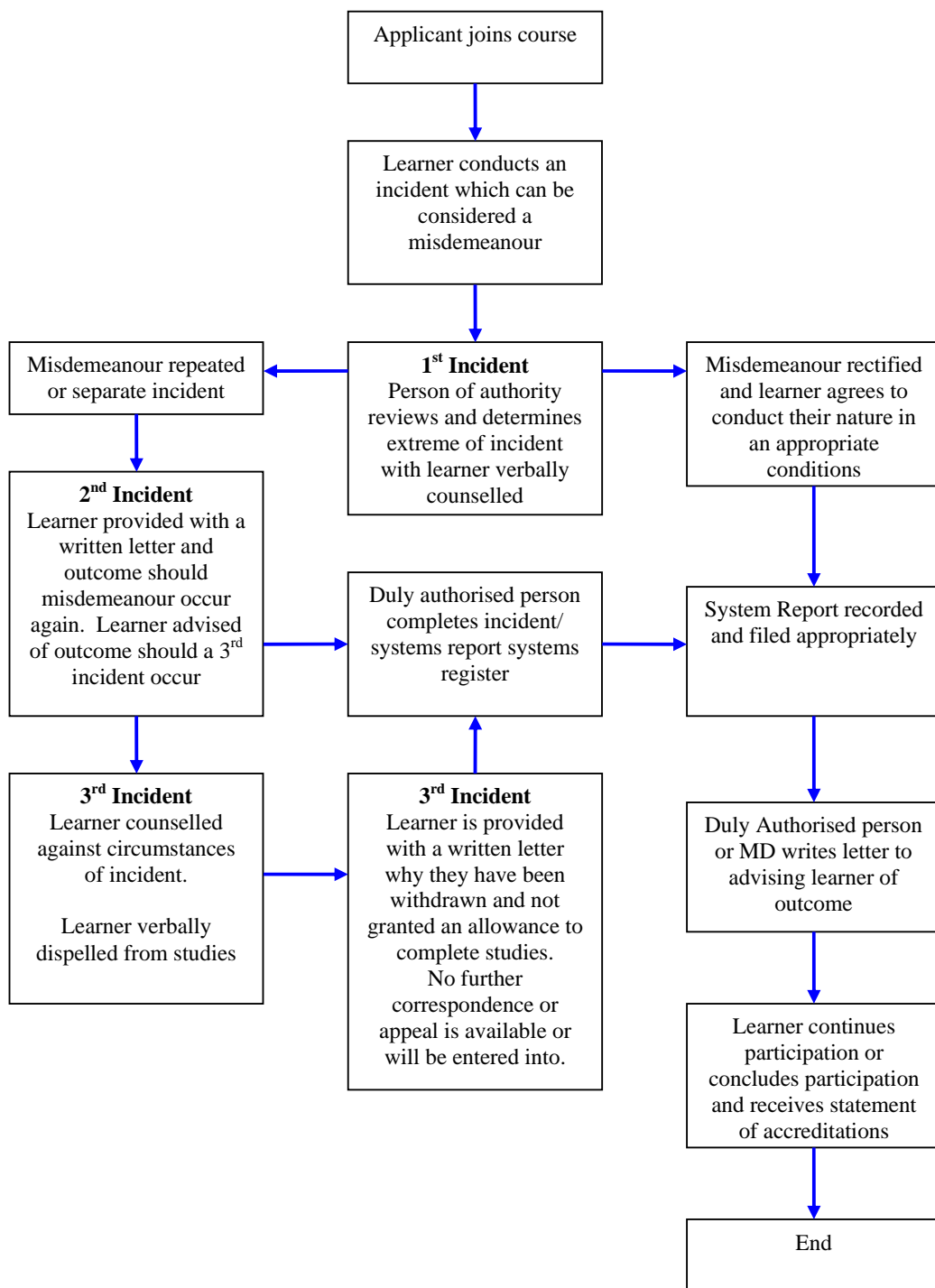


Veritas Training Group

LEARNER DISCIPLINE FLOWCHART



Veritas Training Group





Veritas Training Group

COMPANY CODE OF PRACTICE

VERITAS TRAINING GROUP AND THE COMMUNITY

Veritas Training Group provides training for our community and the surrounding regions, expanding hospitality and tourism industry.

Veritas Training Group, by providing training in a range of nationally recognised training programs, provides the local community with people who possess entry level employment ready skills.

By providing high quality, professional training within the local community, Veritas Training Group aims to promote career paths for people within the region.

Veritas Training Group cooperates with local agencies in delivering training programs.

Veritas Training Group aims to be a focal point for training in the region by providing the personnel, facilities and resources for the delivery of quality training programs.

As a Registered Training Organisation, Veritas Training Group has agreed to operate within the Principles and Standards of the Australian Recognition Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

➤ **Legislative Requirements**

Personnel engaged in the activities of Veritas Training Group are to be aware of and implement legislative and regulatory requirements, necessary for industry training. These requirements include but are not limited to:

- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995 (Qld)
- Privacy Act 2000 (Commonwealth)
- Industrial Relations Act
- Anti-discrimination Act 1991 (Qld)
- Anti-discrimination Act 2005 (Commonwealth)
- Disability Services Act 1992
- Human Relations and Equal Employment Opportunity Act 2000 (Commonwealth)
- Youth Participation in Education and Training Act 2003
- Education (General Provisions) Act 1989
- Education (Queensland Studies Authority) Act 2002



Veritas Training Group

Industry specific legislation where applicable, ie,
Food Act 1981
Gaming Machine Act 1991
Liquor Act 1992
Wine Industry Act 1994
Commission for Children and Young People and Child Guardian
Act 2000
Local authority by-laws and regulations where applicable.

Personnel engaged in the activities of Veritas Training Group are responsible for ensuring that all relevant legislation and regulations used in the operation of Veritas Training Group are current. Legislation may be down loaded from the following websites: <http://www.dir.qld.gov.au>, <http://www.ttq.org.au> www.legislation.gov.au and www.austlii.com.au.

➤ **Access and Equity**

All learners will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that learner selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

➤ **Quality Management Focus**

Veritas Training Group has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from learners, staff and employers for incorporation into future programs.

➤ **Client Service**

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of learner assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our learner information will ensure that all fees and charges are known to learners before enrolment; and that course content and assessment procedures are explained and that vocational outcomes are outlined.

Individual learning needs will be identified prior to commencement of the course through the enrolment process and induction processes.

Our quality focus includes a policy on Recognition of Prior Learning, Fair and Equitable Refunds, Complaints and Appeals, Learner Discipline, Access and Equity and Learner Welfare and Guidance Services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. This will be achieved through referral to local TAFE's and other appropriate agencies as determined. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.



Veritas Training Group

➤ **External Review**

Veritas Training Group has agreed to participate in external monitoring and audit processes required by the Registering Body. This covers random internal quality audit, scheduled internal audit, audit following complaint and audit for the purposes of re-registration.

➤ **Management and Administration**

Veritas Training Group has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards learner fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Learner records are managed securely and confidentially and are available for learner perusal on request. Veritas Training Group has adequate insurance policies.

➤ **Marketing and Advertising**

Veritas Training Group markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

➤ **Training and Assessment**

Veritas Training Group has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of learners.

The diversity of clients' training and assessment needs is recognised and catered for. Strategies include:

- Range of training strategies to cater to different learning styles, to include; lecture, demonstration, role play, group discussion, group work, practical participation.
- Informal assessment, counselling and referral to Language, Literacy and Numeracy support services (refer Client Services).
- Provision for specialist support services and adherence to our Access and Equity Policy.
- Range of assessment strategies to cater to the different needs of our learners, to include; written or oral quiz, practical demonstration, role play demonstration, observation by the assessor, discussion with assessor, formative and summative assessments, appeals policy.
- Recognition of Prior Learning, Credit Transfer and Agreements with RTO's Policies.

➤ **Agreements with RTO's**

Veritas Training Group recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation. Full recognition will apply where the nationally endorsed codes are alike. In instances where codes may differ, the learner will be required to submit their application through the RPL process.



Veritas Training Group

➤ **International Learners**

Veritas Training Group will be bound to the Education Services for Overseas Learners (Registration of Providers Financial Regulations) Act 1991 and other relevant state and federal Acts.

➤ **Sanctions**

Veritas Training Group will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.



Veritas Training Group CONTACT INFORMATION



1. CAMPUS CONTACT NUMBERS (including afterhours)

Please refer to the front of your Course Booklet for campus contact numbers. These numbers are manned **8am to 8pm, 7 days a week**, for your convenience. If you wish to contact a trainer in a regional training centre please contact our office and they will assist you with your enquiry. Phone: (07) 55251644.

2 REGIONAL COURSES CONTACT NUMBERS (including afterhours)

Please refer to the front of your Course Booklet for campus contact numbers. These numbers are manned **8am to 8pm, 7 days a week**, for your convenience. If you require contacting a trainer in a regional training centre please contact our office and they will assist you with your enquiry.

SERVICES

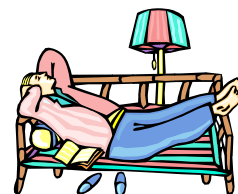


1. CHILD CARE ASSISTANCE

Your Campus Administration Officer will be pleased to assist you with Child Care Service information.

2. ACCOMMODATION LIAISON

Your Campus Administration Officer will be pleased to assist you with Accommodation Liaison Services.



3. JOB PLACEMENT ASSISTANCE

Veritas Training Group offers all of our participants free job placement assistance for eight (8) weeks after their course completes.

Please keep in contact with your Campus Administration Officer.

4. PUBLIC TRANSPORT / PARKING ASSISTANCE

Your Trainer will be pleased to help you with information on Public Transport / Parking facilities within your area, or we suggest you contact the local public transport services.



Veritas Training Group

GENERAL INFORMATION



1. COURSE INFORMATION

Throughout the duration of your course please speak directly with your Trainer or our office Administration Officer/s. They can be contacted via the telephone on the 7-day contact number.

2. COURSE COMMENCEMENT

Prior to commencing your course you will have completed a course application form and a course acceptance form. Please ensure you have filled in and returned your course acceptance form and that your contact details are correct.

If your details change during the duration of your course please notify your Trainer / Campus Administration Officer.

You will receive an Excursion Permission Form, please complete and return by the third day of your course (provided to you when participating in an appropriate course that requires an excursion).

3. COURSE FEES POLICY

Where a fee applies (refer to the course details leaflet) for your course you will be required to pay a \$25 deposit of course fees on lodging your application with the balance of payment due prior to the completion of your course (except where the participant will be using the BECS System). Payments can be made by Cash, Cheque, and Money Order or by Credit Card.

Learners using the BECS System will be subject to the terms and conditions as outlined in the BECS Terms and Conditions, a copy of which is provided to course participants. In addition, participants using the BECS System are required to complete our "Sale of Agreement for Goods" and Customer Agreement forms. BECS refunds will apply as per the Refund Policy.

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible learners.

4. REFUND POLICY

Should Veritas Training Group cancel the course you shall be given the opportunity either to transfer to another course or receive a full refund of the fees you have paid.



Veritas Training Group

An initial deposit of \$25 or 25% of course fees (whichever is the greatest, as determined by the course duration outlined above), is required on submission of your application for enrolment. If you require a refund, seven (7) days written notice prior to commencement of your course must be received by VTG. If under seven (7) days a \$25.00 administration fee shall be deducted from your fee refund.

No refund is available to participants who leave before completing the course/competency unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis – less an administration fee or the participant can opt to participate in a future course (within 6 months of initial fee payment).

All course fees are fully transferable to a future course upon receipt of written request by the enrolled person and approval by the Company Head Office.

All monies received, are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible learners.

All course refunds will be paid no later than one month after application for refund is received and approved. The refund shall be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. All payments shall be made via EFT (Electronic Funds Transfer) or cheque, which ever may be preferred by the person receiving the refund. The refund shall be paid directly to the person who has entered into the contract with Veritas Training Group, unless the person directs Veritas Training Group, in writing, to pay the refund to someone else.

5. ENTRY CRITERIA POLICY / AWARD TO BE GAINED POLICY

Please note the minimum entry requirements for the following courses in the table below pertaining to age entry. Year 10 schooling and functional English Language or equivalent for the relevant industry sector is also a minimum requirement. LL&N may apply to some participants and whilst Veritas Training Group will assist in this area, Veritas Training Group will not remain liable for any associated costs towards the participant gaining any required LL&N requirements. Following are suggested referral contact numbers. Veritas Training Group offer this referral service at no cost to the learner.

Language, Literacy and Numeracy Assistance

Institution	Contact Number
TAFE Queensland	(07) 3259 4158
Centrelink	13 10 21
Reading, Writing Hotline	1300 655 506



Veritas Training Group

Please note that Veritas Training Group in considering applications for enrolment will only consider those applicants who have a reasonable chance of success, in conjunction with a desire to complete the course. At any interview stage, our enrolments officer/ administration officer or trainer shall have regard to the abilities and aspirations of the applicant. Our company will endeavour to assist all enrolled learners to a level of competency; however, preference at enrolment will be given to applicants who satisfy all entry requirements as to age, education and LLN.

Overseas Enrolments

Learners who have previously completed another relevant course in Australia (Or who have been enrolled in such a course but have not completed it).

Our policy states that Veritas Training Group will only enrol a learner who has completed another relevant course (a course provided by a registered provider and/ or listed on the CRICOS if we are satisfied that:-

- (1) The learner had demonstrated a commitment to studies in that previous course; and
- (2) had a good attendance record for that course; and
- (3) had paid all fees for that course

A learner who has not previously completed a previous course, enrolment will only be considered if the learner can produce a letter of release from the registered provider attesting to the three matters above.



Issuing of Qualification & Certification

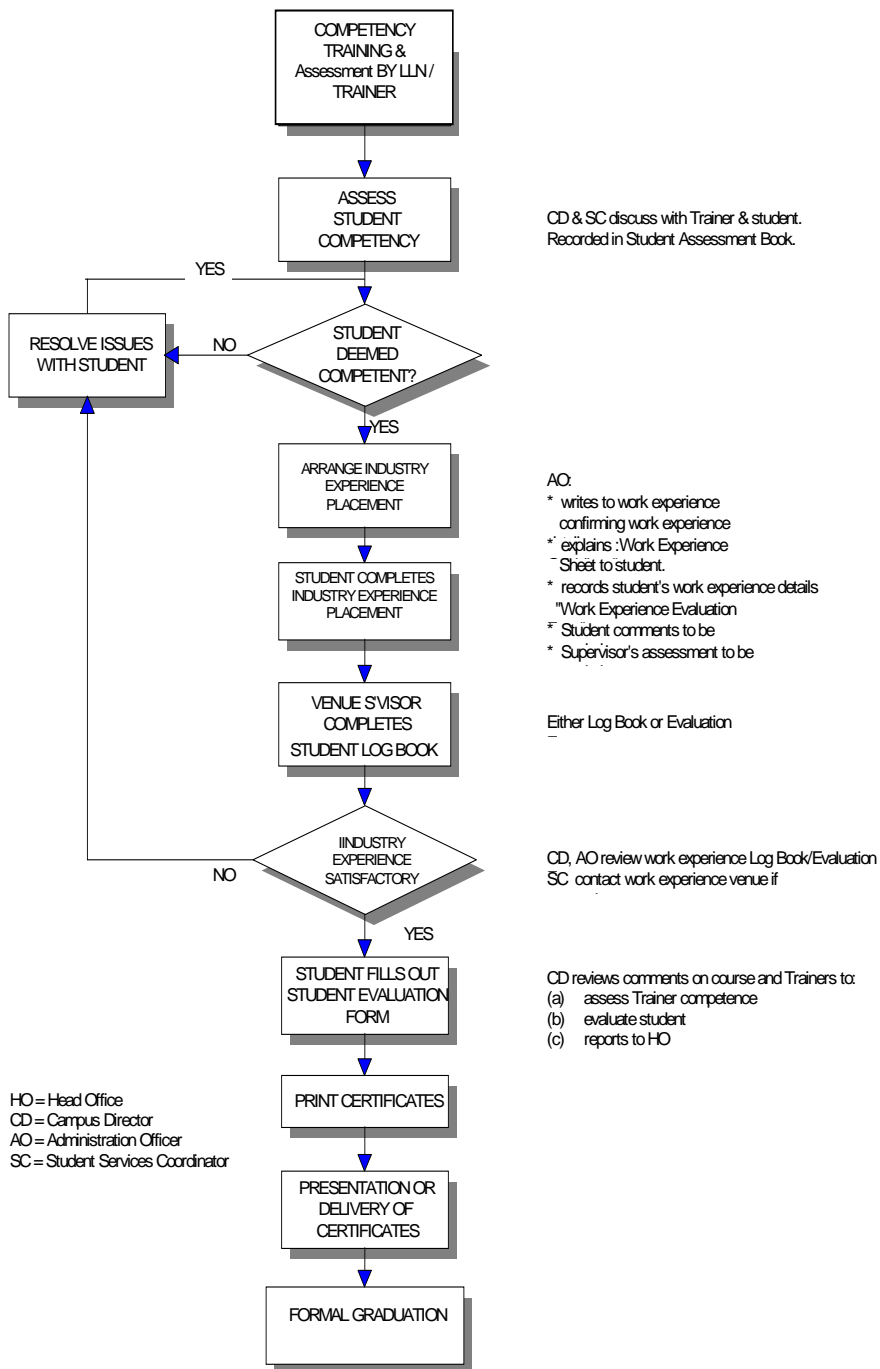
On successful completion of your course you will be awarded the appropriate Certificate or Statement of Attainment for the course you have undertaken.

If you are not awarded a Certificate on completion of your course, we offer you the opportunity to return, on the next course to complete the competencies required to attain your Certificate.

Following is a flow chart indicating the typical method of assessing your competency and award of qualification. Note: Not all courses require industry placement.



Veritas Training Group





Veritas Training Group

5. APPEALS AGAINST ASSESSMENT

You have the right to appeal against your assessment and Veritas Training Group have a policy and procedures process in place which is reflected in the following Learner Appeal Flowchart.

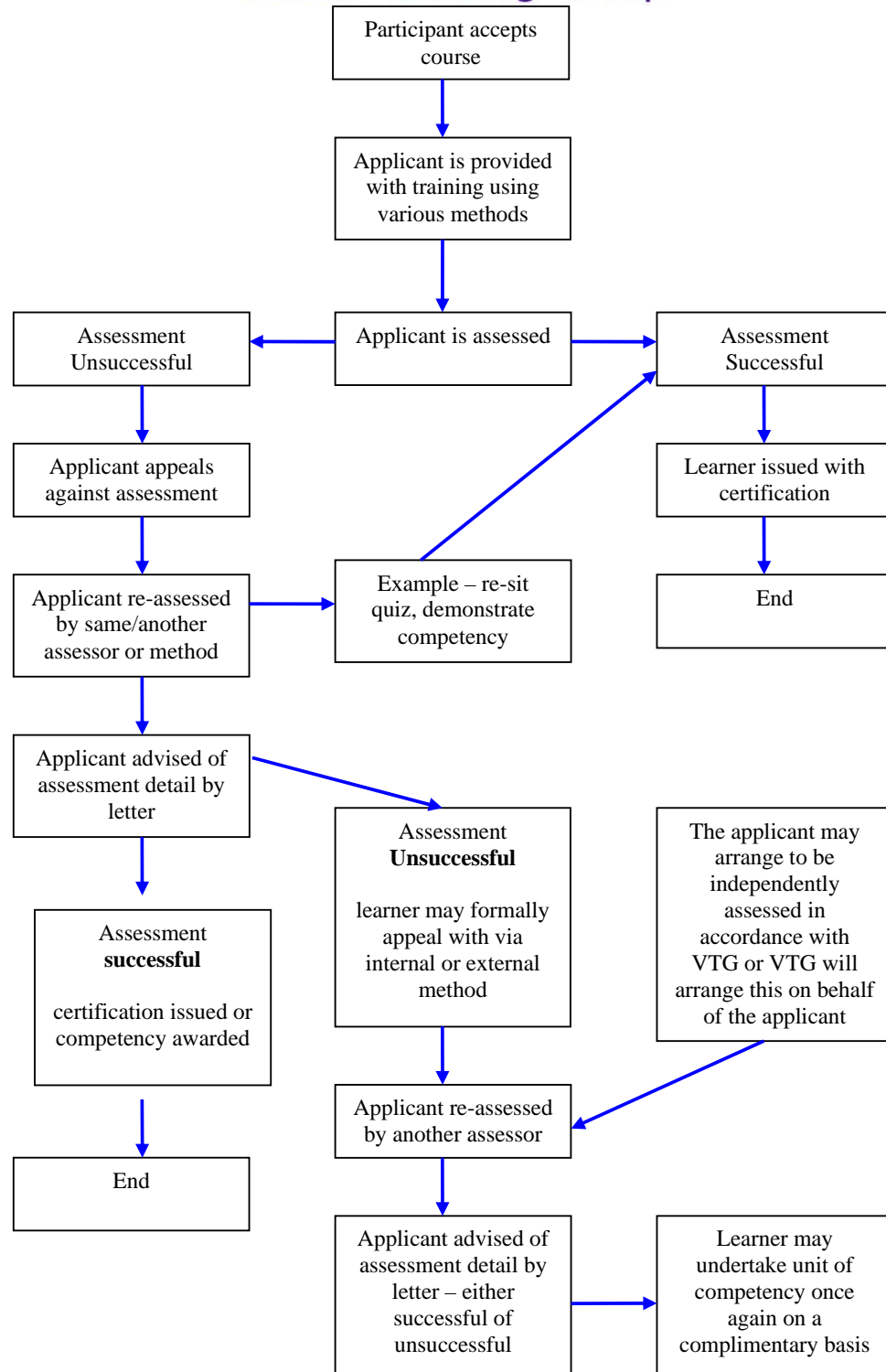


Veritas Training Group

LEARNER APPEAL FLOWCHART



Veritas Training Group





Veritas Training Group

6. ACCESS AND EQUITY POLICY

Veritas Training Group will meet the needs of individual and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Our procedures include:

- ◆ Ensuring the establishment of non-discriminatory learner selection procedures, which encourage fair access for members of under-represented groups.
- ◆ Ensuring access and equity issues are considered during curriculum development.
- ◆ Provide access to staff development to assist trainers who deliver courses to under-represented groups.

We;

- Follow the principles of Affirmative Action,
- Follow best Practice Guidelines,
- Acknowledge Cultural Diversity, and,
- Anti Discrimination Guidelines in relation to sexuality, sex, race, age and disability.

7. COMPLAINTS PROCEDURES / DISPUTE RESOLUTION POLICY

Please note;

If you have a complaint about any of the following (and not limited to) - Campus, Venue, Trainer, Training, Course Materials, Industry Experience Provider, other Learners, Administration Staff – please follow the procedures as outlined in the following:

- i. Advise your Trainer, Administration Officer, Learner Services Coordinator or Campus Director, promptly, of your grievance, complaint or incident.
- ii. The staff member will provide you with a form to formally document your complaint or the incident.
- iii. The document will be followed up by the Campus Director or Managing Director (who will prepare a System Report).
- iv. The Staff member that took your original comment shall confirm with you the action taking place and the Senior Staff member at the Campus shall respond to you in regards of the action to be taken.



Veritas Training Group

- v. You will be formally advised on the action taken by the Campus Director in relation to the types of incidences as outlined in the following detail.
- vi. If you are not happy with the action taken or the process of your complaint or incident, please contact Veritas Training Group Head Office.

Please report all accidents to your trainer, Campus Administration Officer immediately.

Following are the categories of complaints and incidences and the procedures that apply.

a. Minor Complaints

Minor complaints will be dealt with by the Trainer or Staff, if:

- they are simple.
- they can be settled immediately.
- the participant is immediately satisfied.

Regardless, all complaints will be reported to the Managing Director by the Trainer or Administration Staff.

b. Campus Complaints

Campus complaints will be referred immediately to the Managing Director, who:

- Contacts the complainant immediately.
- Gathers all details.
- Advises the complainant of prompt action.
- Contacts other relevant parties (trainers, employees, etc).
- Resolves the issue to the satisfaction of the complainant which may include an independent intermediary.
- Writes a letter confirming the resolution, if appropriate.
- Records all details on the Systems Report.
- Places the complaint on the management meeting agenda.
- Ensures that further corrective and preventative actions (such as re-training of staff, change of procedures) are carried out.

c. Major Complaints

Major complaints will be referred immediately to the Managing Director. The Managing Director may either address the complaint, assist the Quality Manager or engage an independent intermediary to:

- Contact the complainant immediately. **(Head Office)**
- Gather all details.
- Reassure the complainant of prompt action. **(Head Office)**
- Contact other relevant parties (trainers, employees, etc).
- Resolve the issue to the satisfaction of the complainant. **(Head Office)**
-



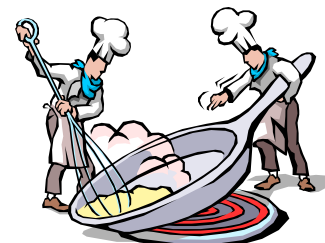
Veritas Training Group

- Write a letter confirming the resolution, if appropriate. (**Head Office**)
- Record all details on the Systems Form.
- Place the complaint on the management meeting agenda for review. (*Quality Manager*)
- Ensure that further corrective and preventive actions (such as re-training of staff, change of procedures) are carried out. (*Quality Manager or MD*)
- Ensure that independent arbitration is available if required
Contact National complaints hotline on 1800 000 674 or email DEST at nationalcomplaintshotline@dest.gov.au



RPL's or RCC's (RECOGNITION OF PRIOR LEARNING)

Participants can achieve recognition of prior learning (RPL), either through having previously undertaken training, or work practice, or through their life experiences which may be relevant to the particular course of study they undertake. Veritas Training Group, upon specific request, will review your previous training, work practices and/or life experiences to ascertain recognition. Please refer your enquiries to the Campus Administration Officer.



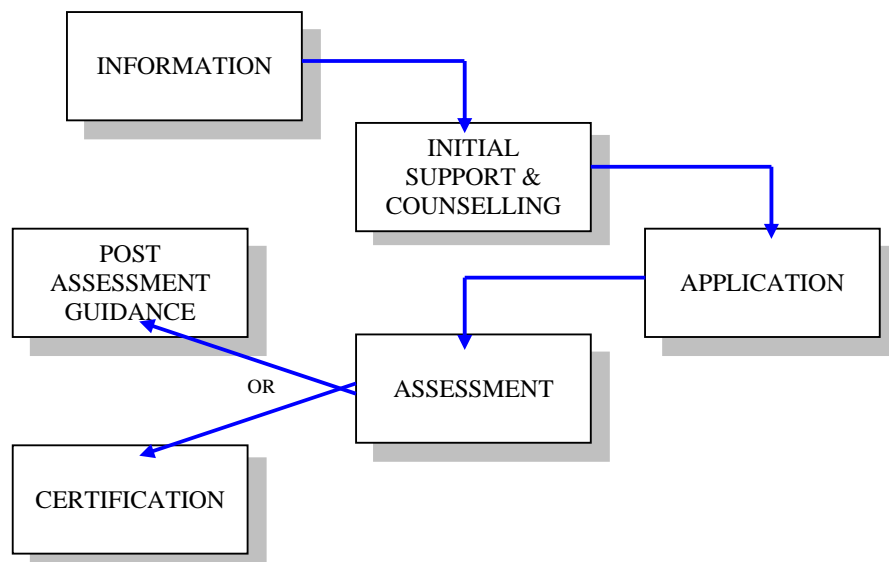
RPL assessments will be based on the following criteria:

- Assessment of training competencies.
- Assessment of competency, based on training skills.
- Assessment is fair.
- Assessment is available to all clients.
- Assessment includes ongoing support to clients.
- Assessment is valid and flexible.
- Assessment complies with EEO and anti-discrimination legislation.



Veritas Training Group

THE RPL / RCC PROCESS



Our procedures include:

- Assess applicants' RPL details.
- Observe practical demonstration of prior skills where appropriate.
- Accept/reject application.
- The Campus Administration Officer writes to the participant advising of the decision.