

PARTICIPANT HANDBOOK

FISHER:KIDD:-

**"Minimising risk and maximising profits through strategic
management and learning solutions"**

January 2011 Version 1

Table of Contents

Contents

<i>Who is FISHER:KIDD?</i>	3
<i>What do we believe?</i>	3
<i>Provision of Quality Training Services</i>	4
<i>Feedback</i>	4
<i>Training Environment</i>	5
<i>Legislative Requirements</i>	5
<i>Access and Equity</i>	6
<i>Language, Literacy and Numeracy</i>	6
<i>Client Selection</i>	7
<i>Enrolment</i>	7
<i>Induction</i>	7
<i>Participant Support, Welfare and Guidance</i>	8
<i>Harassment and Bullying</i>	8
<i>Assessment</i>	8
<i>Complaints and Appeals Practice</i>	9
<i>Recognition of Prior Learning</i>	10
<i>Recognition of Other Qualifications</i>	10
<i>Trainer/Assessor(s)</i>	10
<i>FISHER:KIDD Fees Policy</i>	11
<i>Course Review and Industry Relevance</i>	11
<i>Course Outlines</i>	12
<i>Issuance of Qualifications</i>	12
<i>Records Keeping</i>	12
<i>Occupational Health and Safety</i>	13
<i>Privacy Policy</i>	13
<i>Discipline</i>	14
<i>Public Liability</i>	14

Who is FISHER:KIDD?

FISHER:KIDD & Associates Pty Ltd specialises in the implementation of risk based compliance systems in the hospitality, retail, and food processing and healthcare sectors.

FISHER:KIDD is a specialist provider of training, auditing and consulting services to industry. The company offers best-practice in general risk management systems such as Quality, OH&S, and Food Safety, Customer Service, Performance Management and general compliance programs.

FISHER:KIDD's approach is to work closely with clients to produce integrated risk based compliance programs that are easy to implement and use, operationally focussed, and to leave a legacy of ownership with clients. This is done through a strategic use of auditing, training and consulting services.

FISHER:KIDD aims to provide a bridge between the strategic risk management goals of an organisation and their successful integration and implementation in the day-to-day operations of the organisation.

FISHER:KIDD work with the client to identify and determine the risks pertaining to the business and then to facilitate the appropriate systems into the business which are integrated. The integration takes the form of an on-line program.

What do we believe?

FISHER:KIDD's work is based on the following philosophies:-

1. Successful risk management implementation consists of effective analysis, communication and simple, easy-to-use systems;
2. Effective training facilitates the necessary degree of ownership and understanding needed for successful process changes both now and in the future to ensure **sustained** results;
3. All training conducted should be accredited, based on the national framework as outlined in the Australian Qualifications Training Framework. As a Registered Training Organisation, FISHER:KIDD is committed to best practice in the design and delivery of highly effective, accredited training programs;
4. Investing in the development of an effective risk management system provides companies with the ideal vehicle to continuously improve their business, remain competitive and satisfy customer expectations, thereby achieving commercial success; and
5. The success of the business will be based on the implementation of standardised management systems covering all aspects of the company's operations. These systems are the endorsement and representation of the company vision and philosophy.

Provision of Quality Training Services

FISHER:KIDD is a commercial training provider, providing consulting and training services to clients across a range of industry sectors. FISHER:KIDD will maintain a learning environment that is conducive to the success of all course participants. This means that we have the capacity to deliver the nominated courses to clients, provide adequate resources and facilities and use flexible delivery and assessment methods and materials appropriate to the learning needs of all course participants. All FISHER:KIDD training programs, both in design and delivery, meet the highest standards as outlined by the national training framework (Australian Qualifications Training Framework).

FISHER:KIDD is a leading provider of industry based training and prides itself on the direct operational links of our training programs. The majority of training programs consist of a combination of both off and on the job learning and all FISHER:KIDD trainers maintain close links with industry.

FISHER:KIDD endeavors to service the needs of all clients, including individual Participants/ participants and client companies and their employees. It is the policy of FISHER:KIDD to foster the implementation of nationally accredited competency standards as outlined in up-to-date industry training packages, among all clients. All accredited training is delivered against competency standard and course outlines set by FISHER:KIDD in consultation with industry. Participant and trainers guides as well as assessment tools are provided for all FISHER:KIDD training programs. Training is delivered in group workshops, seminars and on a one-on-one basis. Flexible delivery options are also available.

Course participants are selected for attendance at a course based on individual or client need and where relevant, the completion of relevant pre-requisites of the course. FISHER:KIDD practices a policy of the recognition of prior learning, where training candidates may already have prior qualifications or experience.

Feedback

We value stakeholder feedback. As part of FISHER:KIDD's quality management system we collect and analyse quality data from our training clients and all course participants. We believe that Participant feedback is invaluable in maintaining course quality and relevance. Feedback is collected from each individual Participant and also from clients who have organised training programs. On the completion of each training program, Participants and organisational representatives are asked to complete an overall evaluation. This is reviewed by the company Managing Director and shared with the training team as part of a quality assurance system. Feedback from Participants is anonymous and a summary of group feedback is collated in the form of a training report which is provided to the client following the completion of each training program.

Students are asked to give written feedback at the end of each training program. Some students will be asked to complete a Student Quality Indicator Report, which is for our reporting requirements as an RTO. This is anonymous and involves collection of data about client satisfaction with FISHER:KIDD training and assessment services.

Training Environment

Whether training takes place on customer sites or in public venues, FISHER:KIDD will ensure that is conducted in an environment which is safe and meets the Australian Quality Training Framework. As a minimum, the training will take place in an environment that has the following features:

1. Access to a realistic or simulated workplace environment based on the requirements of the course; and
2. Suitable training resources including:
 - Appropriate workplace materials
 - Sufficient chairs and table/s for participants – sufficient for flexible group work;
 - Sufficient group-working space;
 - Data projector, Flip-chart, White board, TV/ video monitor; and
 - Any other relevant training equipment required to achieve the agreed learning outcomes.
 - Compliance with the minimum local and state statutory requirements.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

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

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

Commonwealth Legislation:

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

State Based Legislation:

Vocational Education and Training Act 2005
Apprenticeship and Traineeship Act 2001 NSW
NSW Anti-discrimination Act (1977)
NSW Commission for Children and Young People Act 1998

Access and Equity

FISHER:KIDD ensures that all Participants are able to access our training and assessment services. This includes strategies such as ensuring physical access for the disabled and providing additional support for candidates requiring additional assistance with learning and assessment. FISHER:KIDD can assist Participants with limited levels of language and literacy and provides bilingual training resources in a range of languages.

FISHER:KIDD's Access and Equity provision includes the prohibition of any discrimination on the basis of:-

- Gender
- Pregnancy
- Marital Status
- Physical Appearance
- Family Obligations
- Psychological Situation
- Sexual Preference
- Age
- Race
- Language and Literacy Ability

All enquires relating to access and equity should be addressed to the Managing Director.

Language, Literacy and Numeracy

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

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

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

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Client Selection

FISHER:KIDD will use a range of selection criteria in our selection of participants for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans.

It is the responsibility of each individual potential participant to discuss this information with our staff at the pre-enrolment interview and to provide relevant evidence to substantiate their claims. This information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

Various courses offered by FISHER:KIDD may require a different type of selection criteria, however the common selection criteria utilised by us is as listed below:

- The ability and commitment of the potential participant to complete the course,
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans,
- Any other defined relevant National Training Package pre-requires.

Our courses are delivered in both written and spoken English, and thus participants are required to be reasonably competent in written and spoken English. Considerable adjustment can be made to accommodate participants with special needs.

Any participant who is concerned with their English skills can approach FISHER:KIDD staff to discuss their circumstances. There is no English literacy, or numeracy assessment prior to enrolment, however any participants that are particularly concerned can have an assessment made using the actual course material.

Enrolment

All participants are required to complete an enrolment form prior to the commencement of all training offered by us. This enrolment form contains all necessary information required under the current AVETMISS standard and can, if required, also allow for accurate data to be collected by the state government registering body. Students are required to complete an AVETMISS compliant registration form. This information is used for the purposes of enrolment and for certification and to assist FISHER:KIDD comply with the requirements of the Australian Qualifications Framework 2010. We value your privacy and the information will not be transferred to third parties other than for legislative purposes, for example during audits by VETAB or for the transfer of AVETMIS data to the NCVET.

Induction

FISHER:KIDD conduct a participant induction prior to the commencement of training and assessment for all courses and qualifications. This induction process is for all participants and will include detailed explanations of the following:

- Details of all FISHER:KIDD staff,
- Explanation of the participants right and responsibilities,
- Record keeping and access to files,
- Training and Assessment Procedures,
- Qualifications to be issued,
- Complaints, Grievance and Appeals Procedure,
- Copy of the course time table,
- Information about the course content and its vocational outcomes,
- Required participant behaviour,
- Contact details for absenteeism or other issues.

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

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

Participant Support, Welfare and Guidance

We wish to ensure that all participants are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the RTO staff.

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

Furthermore participants seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see a participant support officer for free advice relating to study on:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself
-

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Harassment and Bullying

FISHER:KIDD abides by State and Federal regulations regarding bullying and harassment in the workplace. Sexual and other forms of harassment will not be tolerated. Participants can report incidents of harassment to the trainer or if the incident involves training personnel directly, to the Managing Director of FISHER:KIDD.

Assessment

FISHER:KIDD is committed to following the learning cycle of; learning, practice, assessment and re-assessment on the job. It is the policy of FISHER:KIDD to ensure that all assessment activities are authentic, active, valid, reliable, fair, flexible and feasible measurements of competence. The assessment will typically involve self-assessment, peer assessment and assessment by a qualified and experienced assessor. In addition, all assessment activities will involve regular moderation of the assessment standards through verbal discussions with training and assessor personnel. All assessment activities are based on the assessment requirements as outlined in each of the relevant training packages which are on the FISHER:KIDD scope. FISHER:KIDD is also committed to an extensive and transparent appeals process.

Each course has detailed assessment guidelines which are adhered to by all trainers. The assessment guidelines consist of the evidence criteria for each competency standard and the sample activities which provide fulfillment of these criteria. The relevant assessment activities are also recorded on all course enrollment forms and in all course notes for participants.

All forms of assessment used in FISHER:KIDD courses have been carefully designed to promote equity of access and a successful outcome for all participants, particularly those with limited education or from a non

English speaking background. The assessment strategies used therefore may vary depending on the language and literacy skills of the participants.

FISHER:KIDD ensure that the trainer(s) gauges the participants' achievement of competencies before conducting the final assessment, relying on feedback from group or individual activities carried out during the training session. If there are any doubts about the competence of any participant, he or she will be given the opportunity to undergo revision activities prior to the assessment.

Where the trainer/ assessor feels that a participant is not capable of successfully participating in a course of completing the assessment requirements, special arrangements will be made with either the individual concerned or the client company/ training manager. This may involve the provision of support services; e.g. translation, literacy support, workplace demonstration and observation etc.

Several forms of assessment are used to measure the attainment of the competencies on which the training course is based and the assessment strategies and evidence gathering techniques required based on the relevant training package. Assessment methods include: -

- Interview with participant, employer or supervisor;
- Observation in the workplace;
- The collection of work samples;
- Completion of work-based projects;
- Case study, Role play, Interview Project work;
- Practical demonstrations and simulated demonstrations;
- Problem solving, oral reports or presentations, group projects and group based discussions; and
- Peer assessment, documents and portfolios, answering oral and/or written questions.

Complaints and Appeals Practice

All participants have the right to make a complaint or seek to appeal an academic result or decision made by FISHER:KIDD.

FISHER:KIDD commits to dealing with any of these in a constructive and timely manner.

FISHER:KIDD will ensure that:

- Each complaint or appeal and its outcome is recorded in writing
- Each complaint or appeal is heard by an independent person or panel and
- Each appellant
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the complaint or appeal outcomes, including reasons for the decision.

When a successful academic appeal is granted, the new assessment outcome is issued and validated by the FKA Managing Director.

The cost of this additional external assessor may be borne by either FISHER:KIDD or the individual Participant or client company or by joint contribution based on mutual agreement.

Complaints

If the participant is still not satisfied with the resolution of the grievance, the National Complaints Code allows for the Complaint or Grievance to be escalated to VETAB as the next step in the resolution process.

VETAB's contact details are:

VETAB

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

For food safety auditing programs and auditor training, any appeals or complaints can be directed to RABQSA:

RABQSA

P.O. Box 347
Suite 102, 148 Henry Street
Penrith BC, NSW 2751
Australia
Email: info@rabqsa.com
Tel: +61 2 4728 4600
Fax: +61 2 4731 6466

Recognition of Prior Learning

FISHER:KIDD is committed to the recognition of prior learning and the recognition of competencies and qualifications gained from other RTO's. RPL is a formal process whereby Participants can apply for "credit" for their previous experience or skills gained through other forms of training. Formal RPL is only available for accredited training programs.

The formal RPL process involves the following steps:-

1. Completion of a self assessment questionnaire;
2. Formal application to FISHER:KIDD;
3. Interview with one of FISHER:KIDD's experienced assessors;
4. RPL granted, and/ or relevant further assessment tasks set/ completed;
5. Outcome advised to candidate; and
6. Appeal if required.

There is a fee for the RPL process, which is available on application. Fees do not apply for candidates who are completing a qualification, where only one or two competencies require RPL.

An RPL Kit can be obtained from FISHER:KIDD on request.

Recognition of Other Qualifications

FISHER:KIDD readily recognises qualifications issued by other Registered Training Organisations (RTO's). However, FISHER:KIDD recognise that a client organisation may still require a group of employees to complete a unit of competency or training program which they may have already achieved or completed with another RTO, such as TAFE, to ensure that all employees receive the same type of training. Where an issue arises with an individual Participant, this will be addressed with the client organisation, for instance, where an employer is organising for an individual Participant to "re-sit" a course.

Trainer/Assessor(s)

All training programs are delivered by qualified staff with a minimum of three years industry experience in the relevant industry. All training is based on our philosophy which is that effective training should be vocationally focussed, enjoyable, utilising accelerated training techniques, should cater for a range of learning styles and wherever possible be hands-on, experiential training based in real or simulated work places.

All FISHER:KIDD trainers and assessors are selected against strict criteria, which ensure that they possess both the qualifications and experience to delivery the relevant training content in each particular training package. All trainers are fully qualified to train, with Certificate IV in Workplace Assessment and Training. Trainers only train and assess in content that they have academic and industry qualifications and at least a higher level of competence than the specific competency unit which they are delivering.

FISHER:KIDD Fees Policy

FISHER:KIDD's fee policy is clearly identified in all training proposals presented to clients, both as individual candidates and for groups of training candidates in an organisation.

FISHER:KIDD has a flexible policy regarding refunds, as it is recognised that it is in the best interests of the company to maintain a positive relationship with all clients. To this end, FISHER:KIDD has a commercial policy of fully refunding fees where a participant or client is not entirely happy with the training service required. The conditions of contract include information on the validity of the offer and the organisation's cancellation policy as described below:-

Payment Terms

Public courses to be paid by participants in full at the time of booking or 14 days of advance of the course. FISHERKIDD accepts cheques and direct deposits.

Validity of Offer

This quotation as outlined in the Proposal costings is valid for 30 days from the date shown on the cover page on the proposal.

Cancellation

Seven (7) days notice is required for the postponement or cancellation of any course; otherwise a penalty charge of 20% of the quoted fee will apply. If the course is cancelled by a client, within less than seven (7) days of the scheduled date, the client will be invoiced for the full amount. All moneys collected are maintained through the company's accounts receivable system in MYOB.

Public Courses

For public courses, if a course is cancelled by FISHER:KIDD a full refund will be forwarded to the client or alternative arrangements made based on mutual agreement. If a candidate registered for a public course cancels their registration or withdraws from the course, if it is within a seven day period the registration will be transferred to a course being held at another date. If less than seven days notice is provided and monies have been received, a full refund will be forwarded to the client unless alternative arrangements have been made.

Course Review and Industry Relevance

A regular process of course review is conducted:-

- All courses are reviewed and evaluated at management/ raining review meetings;
- Regular input is given and received by clients – largely in the form of the informal verbal briefing that takes place with all clients on completion of training, as well as in the written training reports compiled on the completion of all training programs;
- FISHER:KIDD maintain links with various industry associations and bodies such as; the NSW Restaurant and Catering Association, Clubs NSW, the Club Managers Association of Australia, the Meals on Wheels Association and works closely with food industry peak bodies including Food Standards Australia New Zealand (FSANZ) and the NSW Food Authority;
- All FISHER:KIDD trainers remain actively and professionally involved in the industry, thus ensuring relevant input into course delivery and assessment; and
- Training consultants are involved in the review and evaluation of each course and assessment event that takes place.

Course Outlines

Each FISHER:KIDD accredited course has a documented course outline that is provided to each client organisation in the proposal for the course delivery. You will find the course outline in your course participant guide. Individual candidates will receive this information as part of the course registration process. The course outline provides clients with information on:-

- Course Name
- Qualification Title
- Competency Code and Training Package
- Course Duration
- Proposed Delivery Dates
- Cost
- Summary of Course Content
- Course Benefits for the individual Participant and organisation
- Minimal requirements to receive the qualification

Issuance of Qualifications

FISHER:KIDD issues qualifications when all assessment decisions have been agreed and endorsed by the nominated assessor. FISHER:KIDD issues qualifications for accredited training in accordance with the national requirements of the AQTF and the AQTF Handbook. On completion a successful training candidate will receive Statement of Attainment, which as a minimum contains:-

- Signature of the Manager Training FISHER:KIDD;
- The full name of the recipient as per license/ on enrollment form;
- The full name and national code of the program or unit of competency completed;
- The logo of the NSW VETAB and The Nationally Recognised Training (NRT) logo; and
- The logo and registration code of FISHER:KIDD as an RTO.

If a candidate loses a certificate or requires another one to be printed FISHER:KIDD is able to do so at no cost to the candidate. FISHER:KIDD holds all such records for a period of 30 years, which is based on the working life of an employee. Most industry will only hold vocational statements of attainment in food safety valid for five years. The Food Safety Supervisor certificate is valid by the NSW Food Authority for five years only. For non-accredited courses, a Statement of Attendance will be issued. These are generally recognised by industry but do not provide automatic credit transfer to other Registered Training Organisations.

Records Keeping

FISHER:KIDD is committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participants' privacy.

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

The RTO CEO is responsible for conducting a weekly back up of our computer systems to a CD. This backup is then taken offsite by the RTO CEO.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will consult with VETAB as to the transfer all records at the time of ceasing RTO operations.

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

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

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

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, VETAB or their representatives for activities required under the Standards for Registered Training Organisations,
- Or those required by law such as:
 - people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).
- Or
 - participants authorising releases of specific information to third parties in writing,
 - the participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.

Occupational Health and Safety

FISHER:KIDD is committed to achieving a high standard of corporate citizenship and expects a positive attitude and performance with respect to occupational health and safety of all employees and contractors. To this end, FISHER:KIDD is determined to safeguard our employees (including contractors), clients and members of the public against accidental damage. FISHER:KIDD endeavors to ensure that all training programs are conducted in an environment that is conducive and safe for participation and learning by all participants.

FISHER:KIDD abides by all aspects of the :-

- The Occupational Health and Safety Act 2000;
- The Occupational Health and Safety Regulations 2001; and
- The Workers Compensation and Injury Management Act 1988.

Trainers ensure that at all times Participants follow safe working procedures when carrying out training and assessment tasks. Smoking is not permitted within training rooms or in areas where FISHER:KIDD training programs are taking place. Participants should report unsafe work practices or unsafe training conditions to either the trainer or to FISHER:KIDD directly.

Privacy Policy

FISHER:KIDD is committed to protecting client and Participant's privacy at all times and ensuring that all information is confidential. Although not bound by the provisions of the Privacy Act 2001, FISHER:KIDD is committed to protecting our client's privacy and the confidentiality of information provided to FISHER:KIDD as regulated by the Privacy Act 2001.

FISHER:KIDD recognises that the information provided to us by our clients is necessary to enable the processing of client and Participant training information and records. Personal information is only collected which enables FISHER:KIDD to meet its obligations under the AQTF.

Where a Participant requests a re-issuance of a qualification, their details are recorded on the Re-issuance of Qualifications Register.

Except that where required under the standards for Registered Training Organisations, or by law FISHER:KIDD will not disclose to third party information about the participant without the written consent of the participant. FISHER:KIDD has developed a proformas to be completed to allow our participants to nominate any party whom they wish to have their records released to.

Any participant wishing to access their own training records may do so, via the same written proformas. Where candidates seek RPL for a RABQSA certified course, FISHERKIDD will provide those details to RABQSA as part of its registration requirements. The permission of the candidate will be sought in line with our compliance with Privacy requirements.

On successful completion of an RABQSA certified course, the candidate's course information details will be provided to RABQSA. This is based on a signed declaration by the candidate. This is a RABQSA course requirement.

Discipline

All of our participants need to realise that the other participants are here to learn and improve their skills. Participants who hinder this process are not helping themselves or others.

Participants who do not comply with FISHER:KIDD's requirements or fail to comply with a reasonable request of a FISHER:KIDD member of staff will be warned once.

A second issue with that participant could result, at the discretion of the staff member, with the participant being asked to leave the course. Unless under exceptional circumstances, there will be no refund and the course fees will be forfeited. There is the further potential that the participant will not be accepted into another FISHER:KIDD course.

Public Liability

All students in FISHER:KIDD courses participating in on-site training activities are covered by our public liability policy.