



CRC

CURRUMBIN RSL COLLEGE

expand your horizons

Student Handbook

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Welcome

Welcome to Currumbin RSL College and thank you for choosing us to assist in furthering your Hospitality Career.

Whether you are just starting out in the Hospitality Industry, enrolled to enhance your career prospects or further your industry knowledge, I would like to wish you well on your learning pathway

The Currumbin RSL College of Hospitality was established in 1998 as a unique industry based registered training organisation that specialises in providing quality Hospitality Industry focused training. Our educational philosophy of providing flexible learning environments with access to industry standard resources, specialist teaching staff and a focus on practical application of training ensure that graduates are prepared for real employment opportunities.

The student handbook is designed to inform you of the many services we offer and college rules and regulations. Please take the time to read it thoroughly and discuss any concerns with a staff member.

When you have read the booklet and are happy with the contents please sign the attached student declaration of understanding and return to your teacher.

Once again thank you for choosing Currumbin RSL College and best wishes for your study and career ahead.

Please do not hesitate to contact a staff member at any time if you have any queries or concerns.

Anne Stovin
CEO

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ACCESS AND EQUITY POLICY

Currumbin RSL College is committed to providing quality and discrimination free working environment for all students and staff. The aim of the Access and Equity policy is to maximise access, participation and outcomes for all persons wishing to participate in programs and training conducted by the College.

Principles

This Access and Equity Policy is based on application of the principles of:

- Equity through fair allocation of resources and involvement in training programs and education.
- Equality of opportunity within Currumbin RSL College's education and training system
- Access to appropriate, quality education and training programs and services.
- Increased opportunity for people to participate in education and training and in relevant decision-making process within the education and training system.

Objectives

- To incorporate access and equity principles and practices in key processes that affects the outcomes for students and clients at the Currumbin RSL College.
- To achieve equitable access to education and training products and services for all present and potential students and clients.
- To encourage positive outcomes for students and clients of Currumbin RSL College by developing processes that will enable them to participate successfully in education and training products and services.
- To develop quality support services, which enhance clients and students' chances to achieve positive outcomes.
- To establish effective links with relevant agencies advocating for groups with low levels of participation in vocational education and training.

Strategies

- Staff induction and training relating to relevant legislation and the principles and application of Access and Equity.
- The use of diagnostic tools to identify staff and student client needs.
- Provision and application of appropriate support mechanisms and resources when required

Workplace/Training discrimination is any policy, procedure, rule, regulation, decision or practice at work/training that leads to an individual, or group, not being treated equally in relation to the rest of the workforce/training group. Discrimination and harassment are against the law.

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CODE OF PRACTICE

Aim

Currumbin RSL College is committed to the maintenance of high standards in the provision of vocational education and training and other client services.

Educational Standards

Currumbin RSL College will ensure that policies and management practices are adopted to maintain high professional standards in marketing, delivery of educational services and safeguard the educational interests & welfare of the students.

Currumbin RSL College will maintain a learning environment, learning materials and methods, which are conducive to student success.

Marketing

Currumbin RSL College will ensure its marketing programs are undertaken with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Student Information

Currumbin RSL College will provide accurate information to students, which sets out the total course costs, objectives, assessment procedures, competency standards and outcomes to be achieved by students.

Refund Policy

Currumbin RSL College has a refund policy in place, which is fair and equitable. The policy contains guidelines for guaranteeing the refund of fees to students should a course be cancelled or the college closes down. Students notifying the college of withdrawal from their course prior to commencement date qualify for a partial refund. Other than for medical reasons the college will not refund money once the course/ unit has commenced. The college will not be liable for changes in personal circumstances, which lead to withdrawal.

Guarantee

The college guarantees to honor any statement made in this hand book, or its code of practice.

Sanctions

The Currumbin RSL College expects that the Approved Training Organisation status could be withdrawn should the Code of Practice not be implemented or abided to.

Privacy and Confidentiality

All students are able to access their personnel training records upon providing proof of their identity in a photo format. The student must then sign the "Access to Information" form to document that they have accessed their file.

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COLLEGE RULES

Attendance

Punctuality is considered as an essential attribute. Attendance at all lectures and placement is expected unless prior arrangements have been made with the lecturer. Students under the age of 18 are required to present written parental approval if they wish to be excused or are absent from class for any reason.

No student who is suffering from, or has recently been exposed to an infectious illness may attend classes until a medical certificate has been submitted, stating that there is no risk of infection being conveyed to others.

If you are a trainee you must notify the trainer and your employer of your absence from training. Monthly reports will also inform your employer if any absenteeism.

Dress Requirements

A complete industry standard uniform is to be worn at all times. Generally this is considered to be:

- black trousers, slacks or a skirt
- a white shirt or blouse.
- Black leather enclosed footwear (no joggers)

Specified workplace uniforms are also acceptable. All uniforms must be clean and ironed. Please contact the college administration if you are uncertain about any uniform requirements.

Alcohol

Consumption or bringing of alcohol onto college premises other than for the purpose of class taste-testing activities under the direction of a teacher is prohibited at all times.

College Facilities

All premises wherever training is conducted for the purposes of students enrolled at Currumbin RSL College of Hospitality will be considered College premises for the purposes of administering college rules.

Mobile Phones

The use of mobile phones is not permitted in class rooms PLEASE KEEP THEM ON SILENT.

Occupational Health Safety and Security

All students are required to conduct themselves in a manner complimentary to the Occupational Health and Safety legislation of the relevant state in which training is being undertaken.

Plagiarism

The college requires all assignments and submitted work to be students own original composition and that all information sources are appropriately acknowledged. Students found guilty of plagiarism will be awarded a NYC grade and be ineligible for a re-sit of the specific unit of competence and may be liable for further discipline.

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Prohibited Substances

Drugs and all other legally prohibited substances are not permitted on campus. Any evidence of these items being brought onto college premises will be reported to the police.

Smoking/Eating/ Drinking

Smoking, eating and drinking is prohibited in all classrooms. Smoking is not permitted in any undercover area.

Disciplinary Procedures

All breaches of the College rules will be reported to the College coordinator within three working days.

A teacher may immediately suspend a student for a period up to three days for any breach of the college rules. A teacher may ask students to leave a class or learning activity where the learning, health and safety of others or the integrity of the learning environment are at risk.

The College coordinator determines the penalty imposed for breach of College rules, which may include:

- Suspension from class
- Expulsion
- Fines to cover the cost of any will full damage or lost equipment.

GENERAL INFORMATION

Accidents

All injuries/accidents must be reported immediately to your teacher or administration staff.

Buddy System

Students are encouraged to swap addresses and telephone numbers with another student from your class. By doing this you are able to easily setup study groups or arrange copies of notes and lecture materials if you miss a class.

Cleanliness

Rubbish bins have been placed in appropriate areas; please assist the cleaning staff by using them. The importance of cleanliness will be stressed in whatever course you are undertaking.

Evacuation/Safety Procedures

Please take note of exits from the classrooms and buildings. Your lecturer will explain evacuation and safety procedures to you.

Feedback

Students will be asked to complete formal feedback questionnaires at various times throughout their course of study but are encourage to provide comments to any staff member about their study or the operation of the college in general at any time.

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Illness

No student who is suffering from, or has recently been exposed to an infectious illness may attend classes until a medical certificate has been submitted, stating that there is no risk of infection being conveyed to others. Should a student be unable to attend an assessment or complete a piece of work due to illness a Doctors certificate should be provided so that alternative arrangements may be made.

Student Support Services

College staff are available and always willing to assist students who seek help. The College has access to and will provide learner support arrangements including language, literacy, numeracy and disability support services where required.

Student Resources

The College provides students with access to a comprehensive range of learning resources, including textbooks, journals, and videos, which may be borrowed for study use. Teachers can arrange for loans on request.

Students are required to return borrowed materials by due date and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

Health, Safety and Security

Currumbin RSL College will provide a safe and secure learning environment for all students. The College complies with all relevant legislation and has an Occupational Health, Safety and Security Policy in place.

Employability Skills

Students issued with training package qualifications with *Employability Skills Summaries* for training package qualifications can be downloaded from

<http://employabilityskills.training.com.au/>

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FEE & REFUND POLICY

Fee for Service programs, fees must be paid in advance for each course OR unit of competency and are due prior to course commencement unless prior arrangements are made.

A non-refundable deposit of \$50.00 must be paid to confirm a place in a course/ unit or program of study for **Fee for Service**. Students with outstanding fees will not be permitted into class.

SHORT COURSES

Withdrawal prior to commencement – Fee for Service only

Students who withdraw prior to the commencement of a course and have paid in full, will be refunded the amount of fees less the \$50.00 (non-refundable) deposit.

Withdrawal after commencement – Fee for Service only

Once a course or unit of study has commenced no refund is available unless they can provide a medical certificate outlining reasons for non-completion.

Cancellation of a Course

Should Currumbin RSL College cancel a course, participants are entitled to a full refund or transfer of funds to a future course.

TRAINEESHIPS

Tuition Fees (User Choice Traineeships only)

Students undertaking a Traineeship with an outcome of Australian Qualifications Framework Level III are required to pay a tuition fee. This is to be calculated at **\$1.40** per maximum approved nominal hour for each module or unit of competency delivered. The maximum tuition fee payable in a training year is **\$1107.40**. This fee will be charged to the student after enrolment.

Students can apply for a partial or full exemption from these fees. You must fill out an "Appeal Application form" to apply.

Partial exemption is when the student falls into one or more of the following exemption categories and no more than 25% of the tuition fee is charged:

- a) The Participant was or will be under 17 at the end of February in the year in which the College provides training, and the Participant has not completed year 12;
- b) The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner of a dependant of a person who holds a health care card or pensioner concession card, and is name on the card;
- c) The Participant issues the College with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pension concession card; or
- d) The Participant is an Aboriginal or Torres Strait Islander person

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Full exemption on grounds of extreme hardship or other special circumstances:

- a) Where payment of the tuition fee and/or a student services would cause the Participant extreme financial hardship, then the supplier may exempt the Participant from these fees.
- b) The exemption process should be in place at the time of the Participant's enrolment.
- c) Where the Participant is a School Based Apprentice or Trainee.

Refund Policy – (applies to User Choice – Traineeship only)

- a) The provision for full refunds to Participants for tuition and student support services fees charged for training delivery that has not commenced at the time of the cancellation of enrolment; and
- b) The provision of proportionate refunds where the Participant has withdrawn from a Unit of Competency.

ENROLEMENT INFORMATION

Change of Enrolment Details

Please advise the college administration of any change of personal or work information. Failure to do so could result in non-receipt of examination results or final certification.

Training Plans (Traineeships Only)

All students enrolled in accredited training programs are issued with a training plan, for trainees this is done prior to your first class.

For Trainees it is important that you keep your training plan and other associated information in a safe place. You will need to check this information regularly to ensure that you attend the right classes. Please also check that your employer and the college coordinator have signed your training plan.

Training Record Books (Traineeships Only)

All trainees will be issued with a training record book in which to record their achievement of competencies. It is the trainee's responsibility to ensure that all records are maintained and kept up to date. If you lose your training record book you will be charged a fee of \$50 for a replacement.

Language, Literacy & Numeracy

The college can provide specialist Language, Literacy & Numeracy support for clients who require additional assistance. For further advice please talk to your trainer. All discussions are held in the strictest of confidence.

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ASSESSMENT POLICY

Assessments are undertaken on a competency-based approach that is students are required to demonstrate “competence” in all elements of a unit or course or program to be awarded a competency achieved result. Competency based assessment is about demonstrating competency in an industrial or work based environment and will include both the skills, knowledge and attitudinal aspects require to undertake given tasks in the workplace.

Assessment Advice

Your trainer will advise in advance all assessment requirements and scheduled dates. Assessment criteria and due dates are clearly stated within each of the units of competencies. Students will be assessed by a variety of assessment instruments, including but not limited to examination, essay style assignments, oral presentations, and demonstration of skills, resource making and group subjects.

Attendance

Students who are unable to attend a scheduled assessment should advise their trainer prior to the commencement of the activity. Students who fail to attend a scheduled assessment will be awarded a not yet competent grade (NYC) unless they are able to provide documentary evidence to support their absence (i.e. doctor’s certificate or work roster). Students whom are able to provide documentary evidence supporting their absence will be offered an alternative assessment date.

Assignment and Project Submission

All assignment and project work must be submitted by the due date. Students may apply for a one-week extension to due dates, but this must be done at least 2 working days prior to the due date. Students who fail to submit work by the due date and have not applied for due date extension will be awarded a Not Yet Competent result (NYC), with no option for resubmission unless a doctor’s certificate is provided.

Re-sits - Resubmission

Students will be offered only one resubmission / re-sit. Teachers will try to arrange re-sits within one week of the student obtaining marks for the first assessment depending on resource and teaching staff availability. Students unsuccessful after a re-submission or re-sit will be graded not yet competent.

Results

Results will be graded as ‘Competent’ (C) or “Not Yet Competent (NYC)

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Assignment Folders and Labels

- Attach your assignment to an assignment cover sheet.
- Assignments should be clearly presented on A4 paper; either typed using double-spacing or neatly hand written. Only one side of the paper should be used.
- Individual pages should not be in plastic sleeves unless otherwise advised.
- A margin of approximately 4-cm should be ruled on the left of each page.
- Pages should be numbered consecutively.
- Practical material included in assignments must be clearly marked and include an itemised list of components and a cover sheet.

All work presented for assessment is expected to be the student's own original work. All sources of materials used should be appropriately acknowledged.

Academic appeals

Under the Complaints and Appeal Procedure a student may challenge the issue of a result from a Course/Unit of Competency if they find the outcome inappropriate, any time within a two (2) month period of receiving the result of the Course/Unit of Competency.

The appeal must be in writing and forwarded to the College Coordinator of the Currumbin RSL College. This letter must contain the following information:

- Students Name and Student Number
- Course Name
- Unit of Competency related to the appeal
- Assessors Name
- Reason for appeal
- Supporting Documentation

Investigation of the submission may deem it necessary to involve external representatives to assist in rectification, if the issue involves conflict of interest or is sufficiently serious.

A response will be forwarded to the student from the College Coordinator within 10 days from receipt of the letter. This response will contain an explanation of the College's position on the issue and, where appropriate, an offer to settle the dispute. The Student will respond to the letter from the College, within 10 days of receiving the College's first letter.

If the matter is still not resolved at this point, both parties will continue negotiations, with the introduction of an independent arbitrator and a second review will be conducted for a further period of one month.

If the matter is still not resolved, the student is advised that they may take their appeal through legal avenues, the Anti-discrimination Board, Consumer Affairs or other bodies as appropriate. An arbitrator who is acceptable to both parties will be asked to rule on the matter. Both parties will accept the ruling of the arbitrator, including any direction to pay costs incurred by the arbitrator.

Appeals forwarded to the Currumbin RSL College are considered confidential and treated respectfully. Appeal outcomes are reviewed and improvements incorporated.

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Complaints & Appeals

Currumbin RSL College strives to deal with issues as soon as they emerge, in order to avoid further disruption in the training process or the need for a formal complaint.

In the event of a complaint or appeal the student can take the following order of steps:

- Speak directly to the person concerned to rectify the problem
- Request assistance from the Instructor or alternatively the College Coordinator
- Write to the College Coordinator who will respond to you within 10 days from receipt of the letter

If the complaint or appeal still has not resolved Currumbin RSL College will:

- Seek arbitration by a third party
- Seek assistance from external support services

The Currumbin RSL College finds all complaints and appeals as serious issues and will endeavor to obtain fair ruling on any matters addressed by a student of the College.

RECOGNITION OF CURRENT COMPETENCIES

National Recognition Policy

Currumbin RSL College recognises that one of the most important features of the Australian Quality Training Framework is the national recognition of other registered training organisations qualifications and Statements of Attainment.

Under National Recognition Currumbin RSL College accepts the qualifications and Statement of Attainment issued by another registered training organisation based in any State/Territory of Australia.

If there are any concerns with the level of competence of the person who has been issued the qualification or Statement of Attainment there are a number of options. The College can discuss concerns with the registered training organisation that issued the award; or, for more serious concerns can contact the primary recognition authority of that organisation and lodge a concern. However, any concerns must not impact on the student/trainee i.e the College must accept their qualification or Statement of Attainment. Failure to adhere to this principle could jeopardise the College's registration status.

Credit Transfer

Students must be enrolled in the course prior to applying for credit transfer. Students must complete an 'Application for credit transfer form':

- Include copies of official Statements of Attainment and Certificates
- Photocopy application forms and retain a copy
- Lodge original form with Currumbin RSL College for consideration

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Recognition of Prior Learning (RPL)

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, to the standard defined in the assessment criteria, may apply for recognition of prior learning. Currumbin RSL College of Hospitality recognizes that competencies can be achieved in a number of ways including:

- Through formal and informal training
- Through work experience
- Through general life experience
- Through a combination of the above experiences.

Complete guidelines on applying for recognition of prior learning applications are available from the college reception.

Tuition Fees – User Choice – Traineeships only

Tuition fees apply for Recognition of Prior Learning (RPL) please go to **Tuition Fees** under **Fee Policy** of this document for an outline of costs.

LEGISLATION

CRC complies with all relevant State or Territory laws including Commonwealth or State legislation:

Vocational Education, Training & Employment Act 2000 – This act is adhered to in an effort to continually improve CRC's training courses and it's delivery. This is done by discussing with industry bodies from all sectors.

Workplace Health and Safety Act 1995

Children for Children & Young People Act 2000

Disability Discrimination Act 1992

Privacy Act 1988

Human Rights and Equal Employment Opportunity Commission Act 1986

Anti-Discrimination Act 1991

Liquor Act 1992

Gaming Machine Act 1991

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WORK EXPERIENCE / VOCATIONAL PLACEMENT RULES & REGULATIONS

The rules apply to all students undertaking work experience programs in addition to normal College rules. Any breeches of these rules will result in instant termination of the work experience agreement and result in a NYC result being recorded for the units being undertaken, with no re-sit/alternative work experience options.

Students will not be eligible to complete work experience at Currumbin Palm Beach RSL and Services Memorial Club if they do not meet the following requirements:

- **Absolutely no facial or visible body piercing**
- **Black and white uniform must be worn, ironed and clean**
- **Fully enclosed, non-slip shoes must be worn at all times**
- **Trainee name badge**
- **Students must tie their hair back if it is long and jewellery should be kept to a minimum. Chipped nail polish is unsatisfactory.**

- **All students must be on time for their nominated shifts and report to the supervisor on duty**

Whilst on work experience students must obey Club rules and regulations and act in a professional manner at all times and in accordance with the following rules:

- No student shall accept less than the scheduled price for any goods dispensed. “Freebies” for staff or guests are not permitted.
- Students are not permitted any form of gaming at the industry placement location in the period defined by the agreement.
- Whilst on duty, students are not permitted to leave their workstation without approval from the supervisor.
- The supervisor on duty will direct their student when a ten-minute or 30 minute break is allowed.
- Students are not to take up prime car park spaces *i.e.* directly in front of the Club premises.
- Students who are working at the RSL Memorial Club are to park in the College car park.
- Students must not act in any manner that brings the industry placement location into disrepute whilst on or off duty. This will be deemed as misconduct.
- Drinking of alcoholic beverages is not permitted during or before working hours.
- Off duty students in uniform are not permitted to consume alcoholic beverages.
- No student member is to be seen consuming alcoholic beverages on the premises prior to commencing his/her shift.
- No student member is permitted to smoke, whilst on duty, upon entry and departure of work, walking around the placement premises club during breaks.
- No food (other than take-away purchases) is to be taken from the premises under any circumstances, (*i.e.* leftovers, or scraps for pets).
- Food and beverages are only to be consumed in the designated areas in break times, not whilst on duty.
- Equipment belonging to the Club is not to be removed from the premises.
- Students are to note any restricted access areas. In the case of the RSL no entry is allowed in to the Front office or Level one Office areas, unless authorised to do so.
- Students are expected to be **friendly and courteous at all times.**
- Students must carry out any lawful instruction of their placement supervisor.
- Students are to be punctual for their shift.
- Students must be dressed correctly before entering their work areas.

- Students are to immediately advise their Supervisors of any dangerous working conditions or equipment needing repair, which they may notice.
- All tools and equipment are to be returned to their place of storage immediately after use.
- Do not run whilst on Club premises.
- Students witnessing an accident or breach of Club By-Laws, rules and regulations are to notify the Supervisor immediately.
- Intoxicated persons and minors are not to be served alcoholic beverages. You must notify the Supervisor on duty if you notice these persons in the bar area, as the Club adopts a policy of Responsible Service of Alcohol.
- Confidentiality of the placement trading must be upheld at all times. Under no circumstances are students to divulge any information in relation to trading levels achieved.
- Any criminal actions including theft and possession of illegal drugs will be reported to the police.

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DEED OF AGREEMENT

A Deed of Agreement will be entered into between the student and CRC. The agreement must be signed and dated prior to commencing work experience / vocational placement.

Work experience / vocational placement is a compulsory component of your course.

You will be issued with a **YELLOW** form which is your **Industry Placement Record Book**, this must be handed back to the College after completion of your work experience for the College to be able to issue your statement of attainment.

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STUDENT DECLARATION OF UNDERSTANDING

Students will be asked to complete form with the following information to acknowledge that they have been made aware and understand the contents of the student handbook and all information pertaining to their course of enrolment.

Your trainer will go through the contents of the handbook during your first class to confirm your understanding prior to signing the declaration.

(Insert Name)

Declare that:

- I have received and understand the Currumbin RSL College student handbook
- I understand my obligations/responsibilities as a student
- I have been offered the opportunity to access learning support
- I have been provided with a course outline for the course in which I have been accepted
- I have been advised of the accreditation status of the course
- I have been advised of the qualification to be issued on completion
- I have been advised of the support & tools for Language, Literacy & Numeracy
- I have been advised of the Work Experience Rules and Regulations

Signed: _____ Date: _____

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