



Student Handbook

2023



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Who are we?

Australian Food Hygiene Services (AFHS) Pty Ltd is an accredited RTO #20772 offering training & consulting for the health care & hospitality industries. Specialising in Food Hygiene and Health Care.

With over 19 years of experience in Education and Training we are Australia's leading provider of Food Hygiene and Health Care training.

We design and tailor innovative courses to suit our client's needs that provide outcomes. Our students and clients experience is paramount; we strive to equip our students with cutting edge industry knowledge that will assist them in reaching their goals.

We have an energetic team of facilitators and administrators, who are passionate about training quality. We offer face to face training courses that are engaging and fun and we provide standout service and support to our students and clients.

AFHS staff & trainers are dedicated to providing you a high standard of support and guidance in your course. Please feel free to approach your trainer anytime throughout your course as they will be more than happy to assist you.

At AFHS Training, we aim to provide the most up-to-date and the highest quality of training. With a wide variety of training options available AFHS Training will customise a course to suit your needs and to broaden your skills and knowledge in your chosen area of interest.

Code of Practice

The code of practice requires AFHS Training to implement policies and management practices that maintain high professional standards in regards to the delivery of your education which safeguards the educational interests and welfare of you as a student. AFHS Training is dedicated to ensuring that we provide only the highest quality of training and that you achieve your maximum potential as a result of your training.

Our Vision

To promote an environment that has learning and development at its core for all of our stakeholders and to ensure that professional practice is the underpinning standard we deliver at all times.



Code of Behavior

As a student of AFHS Training, you are required to follow the Code of Behavior at all times and are expected to treat fellow students, your course trainer and AFHS Training staff with respect and without prejudice and discrimination. Failure to follow the Code of Behavior may see disciplinary actions implemented and as such may involve the cancellation of your training with AFHS Training.

You have the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status. If you feel that you have been treated unfairly or have a complaint that you wish to lodge, please refer to the Complaints and Appeal section as outlined in this handbook and follow the steps as outlined.

Access and Equity

AFHS Training promotes the principles of access and equity through all components of training and assessment services that we have to offer. AFHS Training have a strong emphasis in ensuring that reasonable adjustment is provided to students who are disadvantaged or require additional assistance. Whether it is through counselling or you are provided with additional support from your trainer to assist with the completion of your studies, AFHS Training has different options to suit your needs and requirements. No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated equal throughout all phases of your training.

Staff and students of AFHS Training are required to comply with access and equity requirements at all times. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please contact the General Manager on 1300 337 199

Privacy and Disclosure Statement

Your personal information is collected by AFHS Training solely for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority which is the registering authority.

Your privacy is important to AFHS, and we will always act in our best interest to protect your personal information. AFHS is incredibly careful about how and when your information is collected, used, and shared, this is to protect your privacy and to adhere to the Australian Privacy Act and the 13 Privacy Principles.

AFHS collects your personal information to help facilitate your learning and to adhere to Australian government legislation. We are required to collect certain personal information enabling us to create your personal file and be aware of any special needs that you may have.

When you undertake nationally accredited training, we are required to provide your details to a

National Reporting System (NCVER). If you have any questions relating to how your personal information is collected and/or managed by AFHS, please see our administration team, and/or ask to speak to AFHS management.



Accessing your student file

It is a requirement of the Australian Skills Quality Authority that you are able to access personal information held by AFHS Training pertaining to your progress. You have the right to view your student file and if you would like to do so, please complete the 'Access to Personal Information Request Form' located on AFHS Training website: www.afhstraining.com.au

The General Manager will contact you within 5 working days upon receipt of the 'Access to Personal Information Request Form' to arrange a mutually convenient time for you to view your file.

Please note that you will need to provide photo identification when we meet via zoom to view your file.

AFHS Training will not disclose any of your personal information if requested by a third party or another training organisation upon request. If a third-party requests information, you will be notified by one of our staff members and if you approve to release your personal details, then your written consent will be required.

Equal Opportunity, Sexual Harassment and Discrimination

"It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed" status e.g. age, race, religion, etc. (Equal Opportunity Commission)

AFHS Training promotes an equal and safe environment at all times for their students which must be free from discrimination and sexual harassment.

Discrimination is the unfair treatment based on a personal characteristic protected by the law. There are two forms of discrimination:

Direct discrimination happens when a person treats someone who has one of the personal characteristics protected by the law less favorably than someone who doesn't have that personal characteristic.

Indirect discrimination happens when treating everybody the same way will be unfair.

Sexual harassment is behavior of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behavior would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment.

AFHS Training strictly enforces an environment of equal opportunity and therefore, request that you give everyone a fair go. As a student of AFHS Training this means that you need to treat others including fellow student's colleagues, your trainer and AFHS Training staff members fairly regardless of their race, age, or other personal characteristics protected by law.



Fees and Charges

Fees for training vary depending on the units or skill set and whether your employer may be paying.

Before you enroll in a course, you should expect to be told:

- What you will have to pay, itemised as a list (as provided in this handbook)
- Payment arrangements and due dates as documented in the Training Service Agreement as provided to you
- About any concessions that may apply and what evidence you need to receive a concession (as provided in this handbook)
- About any conditions that may apply to refunds (as provided in this handbook).

Prepaid Fees

Fees of more than \$1500 will not be collected in advance/prior to the commencement of the course.

Costs:

| Unit Code | Unit Title | Cost |
|--|--|----------|
| HLTFSE001 | Follow basic good safety practices | \$75.00 |
| HLTFSE005 | Apply and monitor food safety requirements | \$75.00 |
| HLTHSE007 | Oversee the day-to-day implementation of food safety in the workplace | \$75.00 |
| HLTSS00061 Incorporates: HLTFSE001 HLTFSE005 HLTHSE007 | Food safety supervision skill set - for community services and health industries | \$179.50 |



**AFHS Training offer the following nationally recognised :
Short Courses:**

| Unit |
|--|
| HLTFSE001- Follow basic food safety practices |
| HLTFSE005- Apply and monitor food safety requirements |
| HLTFSE007- Oversee the day-to-day implementation of food safety in the workplace |
| HLTSS00061 - Food safety supervision skill set - for community services and health industries Units include HLTFSE001-Follow basic food safety practices HLTFSE005- Apply and monitor food safety requirements HLTFSE007- Oversee the day-to-day implementation of food safety in the workplace |

Refunds

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund as per the following schedule:

| Outline of Refunds | |
|---|---|
| Withdrawal of individual/s from course enrolment date | No refund |
| Course withdrawn by AFHS Training | Partial Refund The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn |
| AFHS Training is unable to provide the course prior to the scheduled course commencement date for which the original enrolment and payment have been made | Full refund |



Refund Terms and Conditions

Refunds will not apply when a student does not commence the course.

- In the event that AFHS Training closes or are no longer able to provide the training and assessment services as initially agreed between AFHS Training and the student, then AFHS Training will:
 - 1) Arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers, students will be formally notified of the arrangements including any refunds of fees that may be applicable.

OR

- 2) Provide a pro-rata refund based on hours completed to date for units that have been commenced prior to the course being withdrawn

If you wish to apply for a refund, please obtain a copy of the 'Refund Application Form' form located on AFHS Trainings website: www.afhstraining.com.au The application for refund may take up to 20 working days to be processed upon receipt of the form and will be at the discretion to approve the refund by AFHS Training.

Resource Fees

There are no resource fee, resources are included.



Enrolling in a course

Once you are ready to enrol in a course, you will be required to collect and/or complete the following:

1. Given the option to complete the AFHS Training Language, Literacy and Numeracy (LL&N) Assessment to determine if you require any additional support throughout your training program.
2. Complete the Enrolment form which contains all of your personal and private information.
3. Provide the appropriate identification to support your enrolment application.
4. Review the Training Services Agreement and/or the Fees and Charge Flyer which outlines the terms and conditions of your training program.
5. Make payment.
6. You will receive application confirmation
7. Office will review within 3 working days and issue log in details via email.

Course Requirements

For the following units you must Work a minimum of THREE (3) separate shifts, minimum of 3 hours per shift, shift dates after you start the online course. Be observed by a supervisor **qualified to complete the report and complete all the tasks listed in the report.

HLTFSE001 Follow basic good safety practices

HLTFSE005 Apply and monitor food safety requirements

HLTHSE007 Oversee the day-to-day implementation of food safety in the workplace

For Skill Set HLTSS00061 Food safety supervision you must work a minimum of THREE (3) separate shifts, for a minimum of 3 hours per shift, shift dates after you start this online course. This means you must complete a total of NINE (9) shifts. Be observed by a supervisor **qualified to complete the report and complete all the tasks listed in the report.

You must work in a real food production workplace. It can be a kitchen in an aged care facility, hospital, community food service or childcare centre. The workplace must have:

- A commercial food preparation area;
- Large and small equipment



- Real workplace documentation that complies with the requirements of Safety Standard 3.2.2 Food Safety Practices and General Requirements as per Food Standards Australia New Zealand.
- If the student is not currently working within the industry, they may be able to volunteer at another workplace to complete the assessment tasks.

**The most appropriate person to complete this supervisor report is the student's workplace supervisor or someone with whom they currently work with. If a supervisor is not available, any person with at least one of the following qualifications is suitable:

A manager of a food business; OR ;

A person with at least 2 years of commercial food preparation experience; OR

A Food Safety Supervisor or Head Chef; OR

A person with any of the following food safety qualifications:

Participate in safe food handling practices (SITXFSA006)

Apply retail food safety practices (SIRRFSA001)

A person holding this unit (HLTFSE001)

Or equivalent



Language, Literacy & Numeracy (LLN)

AFHS Training offers our student's a Language, Literacy and Numeracy (LLN) to ensure that the individual is able to access and participate in training without being disadvantaged by their current LLN skills.

As part of the enrolment process, you will be given the option to complete a language, literacy and numeracy assessment. This will enable us to determine whether additional support, if any, will be required to assist you to complete your course.

Support may be provided to you in one of the following ways:

- One-on-one time with the trainer/assessor
 - Modification of learning strategies
 - Adjusting the way, you may be assessed for example, verbal assessment instead of written questioning
- Support from a Language, Literacy and Numeracy practitioners.

If you feel that you may require additional support throughout your course regarding language, literacy and numeracy please contact our student support officer on 0400 726 333

Training and Assessment

AFHS is responsible for the compliance of all training and assessment conducted.

What is competency-based training?

In vocational education and training, people are considered to be competent when they are able to:

- consistently apply their knowledge and skills to the standard of performance required in the workplace
- transfer and apply skills and knowledge to new situations and environments.

Competency-based training involves both workplace and off-the-job training and assessment aiming to ensure that the individual participating in the training has the competence to undertake their work role to the standard expected in a range of employment situations.

Definition of Competency:

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. (ASQA)

How is the Training Delivered?

Training will take place online.

Four dimensions of competency

Competency involves successful work performance and comprises of four dimensions:

- Task skills – undertaking a specific workplace task (s)
- Task management skills – managing a number of different tasks to complete a whole work activity
- Contingency management skills – responding to problems and irregularities when undertaking a work activity such as:
 - o Breakdowns
 - o Changes in routine
 - o Unexpected or atypical results or outcomes
 - o Difficult or dissatisfied clients
- Job role/environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - o Working with others
 - o Interacting with clients and suppliers
 - o Complying with standard operating procedures
 - o Observing enterprise policy and procedures



How will you be assessed?

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of the assessment is to confirm that you can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

In general, basic forms of skills and knowledge evidence include:

Direct evidence

Direct evidence is obtained when an assessor observes you actually performing in the workplace. The assessor makes a judgement about whether you have competently performed a task or series of tasks. For example, the assessor may:

- observe you performing a range of skills at work;
- view a video of your performance;
- examine a product made in the workplace by yourself.

Indirect evidence

Indirect evidence is used when it is not possible or desirable for you to be assessed on your actual performance of tasks in the workplace; it may be too costly, inappropriate or involve risks. Indirect evidence may include:

- Projects
- Simulations
- Examination of workplace documents.

Supplementary evidence from:

- Oral and written questioning
- Personal reports
- Third party sources.

Assessment timeframes

You will be given plenty of notice from your trainer regarding the time and form of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

Re-assessment Fees

If your assessment is found to be 'Not Competent' then you will be given the opportunity to re-complete the assessment at a mutually convenient time as arranged with your trainer. You may be required to re-attend an online session or revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment. You will **not** incur any additional charges for the reassessment process for the first two attempts. If you are not competent after two attempts you will be charged a re-assessment fee of \$50.00 per unit.

How do we know someone is competent?

- We know whether someone is competent when the assessment of the evidence presented verifies that all aspects of the Unit of Competency are demonstrated and can be applied in an industry context.
- An individual can be assessed during their training, at the end of their training, or without undertaking any training at all!



Recognition of Prior Learning (RPL)

If you have had prior experience and/or learning in relation to the unit of competencies outlined in your chosen course, then you may be eligible to apply for Recognition of Prior Learning (RPL). You can only apply for RPL by completing the Application Form which will be offered to you during the enrolment process and is available to download from AFHS Training website: www.afhstraining.com.au

Credit Transfer/National Recognition

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive a Credit Transfer/s for the unit of competency/s previously completed. If you wish to apply for a Credit Transfer then you will need to submit a copy of a certified Transcript or Statement of Attainment along with a copy of the application form which is available to download from AFHS Training website: www.afhstraining.com.au

You can submit your application to:
antonio@adfconsulting.com.au

The process of National Recognition will be completed within 3 working days from receipt of the application and you will receive an email notifying you of the outcome of your application.

If the evidence provided is not equivalent to the required learning outcomes, competency outcomes, or standards in qualification, then the student will be offered the opportunity to complete an RPL assessment as another method towards achieving competency.

Plagiarism and Cheating

Plagiarism involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

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Cheating involves copying another person's work as your own:

- in an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

If a staff member at AFHS Training suspects that you are plagiarising or cheating, they are required to report this to the General Manager.



After discussion, if the General Manager agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing. Depending on your written response, the General Manager will decide whether the case of plagiarism or cheating is evident and whether any penalty/s need to be issued to you.

If you are found to have plagiarised or cheated, you may be required to:

1. Re-complete and re-submit the assessment
2. If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this handbook.

AFHS Training treats plagiarism as a serious matter and disciplinary action will be enforced if you are found to have plagiarised upon submission of your assessments.

The Issuing of your Statement of Attainment upon Completion of your Short Course

Once you have successfully completed all of the assessment requirements of your short course, you will be issued with a Statement of Attainment corresponding to the units or Skill Set you have completed within 30 calendar days from completion of your short course, providing all agreed fees owed to AFHS Training have been paid. AFHS will be the RTO issuing your statement of attainment.

If you only partially complete the unit requirements, then you will not be awarded a 'Statement of Attainment'.

If you require a replacement Statement of Attainment, then you will be required to pay a fee of \$75. You must complete the 'Request for replacement Statement of Attainment' form which is available on AFHS Training website www.afhstraining.com.au

You must sign the request in front of a Justice of The Peace and submit it by email. You will need to provide photo identification in front of a Justice of Peace to confirm your identity.

The form must be submitted to:
antonio@adfconsulting.com.au

Please allow up to 10 working days upon receipt of the request form for your request to be processed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, if successfully completed, provided that the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Pathways

Upon successful completion of your course, you may wish to further develop your skills and knowledge and enroll into another course that is relevant to your chosen field of interest. Your trainer can provide you with industry specific pathways however; the diagram below will give you an idea of the training pathway you can follow:

| AQF Qualification by Sector of Accreditation | | |
|---|---|--|
| Schools Sector Accreditation | Vocational Education and Training Sector Accreditation | Higher Education Sector Accreditation |
| <u>Senior Secondary Certificate of Education</u> | <u>Vocational Graduate Diploma</u> | <u>Doctoral Degree</u> |
| | <u>Vocational Graduate Certificate</u> | <u>Masters Degree</u> |
| | <u>Advanced Diploma</u> | <u>Graduate Diploma</u> |
| | <u>Diploma</u> | <u>Graduate Certificate</u> |
| | <u>Certificate IV</u> | <u>Bachelor Degree</u> |
| | <u>Certificate III</u> | <u>Associate Degree, Advanced Diploma</u> |
| | <u>Certificate II</u> | <u>Diploma</u> |
| | <u>Certificate I</u> | |



Student Support Services

If you require additional assistance with your training then please approach your trainer. Alternatively, AFHS Training has nominated a 'Student Support Officer' who is available to you. The Student Support Officer can be contacted between 9am-5pm Monday to Friday where you can make an appointment to discuss the support you require.

Student Support Officer Contact

Details

Anna Vernillo

Ph: 0400 726 333

Call between 8:30AM – 5PM

Monday to Friday

External Support Services

Subsequently, AFHS Training may provide you with a referral to organisations that may assist you further with some of your needs. The services that AFHS Training can refer you to are:

| Type of Assistance Required | Name of Support | Contact Details | Contact User Pay/Free Call |
|------------------------------|--|---------------------|----------------------------|
| Police, Ambulance, Fire | Police, Ambulance, Fire | 000 | FREE CALL |
| Alcohol and Drugs | Direct Line | 1800 888 236 | USER PAY |
| Depression | Lifeline | 13 11 14 | USER PAY |
| Ethnic Issues | Ethnic Communities Council of Victoria | 9349 4122 | USER PAY |
| Financial Matters | National Debt Helpline | 1800 007 007 | USER PAY |
| Legal Advice | National Legal Aid | 1300 654 314 | USER PAY |
| Personal | Adult Multicultural Education Services | 13 26 37 | USER PAY |
| Personal Issues | Lifeline Crisis Support, Suicide | 13 11 14 | USER PAY |
| Personal Issues | Sexual Assault Centre against Sexual Assault | 9344 2210 | USER PAY |
| Smoking Issues | Quit line | 13 1848 | USER PAY |
| Translating and Interpreting | Translating and Interpretin | 13 1450 | USER PAY |



| | | | |
|--------------------------------|----------------|---|----------|
| Medical & Sexual Health Clinic | Health Direct, | https://www.healthdirect.gov.au/sexual-health | USER PAY |
|--------------------------------|----------------|---|----------|



Student Information

Changes to the RTO

If there are any significant changes to the RTO you will be notified ASAP to these changes. If the RTO for any reason cannot deliver the course, you will be helped to find another provider.

Relevant Legislation

A range of legislation is applicable regarding your training. The regulations and legislation for training organisation that affects your participation in Vocational Education and Training include

| LEGISLATION | PURPOSE | WEB LINK |
|--|---|---|
| Work Health and Safety Act 2011 | This Act may be cited as the <i>Work Health and Safety Act 2011</i> | https://www.legislation.gov.au/Details/C2018C00293 |
| Privacy Act | The <i>Privacy Act 1988</i> (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. | http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/ |



| | | |
|--------------------------------------|---|---|
| Information Privacy Act | The Privacy Act 1988 (Privacy Act) was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies and organisations with an annual turnover of more than \$3 million, and some other organisations , handle personal information . | https://www.oaic.gov.au/privacy/the-privacy-act |
| Racial Discrimination Act | It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other | http://www.comlaw.gov.au/Details/C2014C00014 |
| Sex Discrimination Act | An Act relating to discrimination on the ground of sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities or involving sexual harassment | http://www.comlaw.gov.au/Details/C2014C00002/Html/Text#_Toc375315802 |
| Anti-Discrimination Act | An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons. | http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/ |
| Defamation Act | The purpose of this Act is to enact and promote uniform laws of defamation in Australia. | Refer to your state |
| Equal Opportunity Act | To re-enact and extend the law relating to equal opportunity and protection against discrimination, sexual harassment and victimisation; | https://www.legislation.gov.au/Details/C2016C00775 |
| Workplace Gender Equality Act | An Act to require certain employers to promote gender equality in the workplace, to establish the Workplace Gender Equality Agency and the office of the Director of Workplace Gender Equality, and for related purposes | http://www.comlaw.gov.au/Details/C2012C00899 |
| Freedom of Information Act | An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies | http://www.austlii.edu.au/au/legis/cth/consol_act/foia1982222/ |

| | | |
|---|---|---|
| National Vocational Education and Training Regulator Act | An Act to establish the National Vocational Education and Training Regulator, and for related purposes | http://www.comlaw.gov.au/Details/C2011A00012/Html/Text#_Toc289074497 |
| Apprenticeship and Traineeship Act | An Act to provide for the regulation of apprenticeships and traineeships; to repeal the <i>Industrial and Commercial Training Act 1989</i> ; and for other purposes. | http://www.austlii.edu.au/au/legis/nsw/consol_act/aata2001295/ |
| Occupational Health and Safety Act | <p>The <i>Occupational Health and Safety Act 2004</i> (the Act) is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria.</p> <p>The Act sets out the key principles, duties and rights in relation to occupational health and safety. The general nature of the duties imposed by the Act means that they cover a very wide variety of circumstances, do not readily date and provide</p> | http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/ |
| Occupational Health and Safety Regulation | <p>The <i>Occupational Health and Safety Regulations 2007</i> are made under the Act. They specify the ways duties imposed by the Act must be performed, or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying certain matters</p> | http://www.legislation.vic.gov.au/do_mino/Web_Notes/LDMS/LTObject_Store/LTObjSt5.nsf/d1a8d8a9bed958efca25761600042ef5/f034eb48 |
| Accident Compensation (Work Cover Insurance) Act | The purpose of this Act is to provide for compulsory WorkCover insurance for employers under WorkCover insurance policies and the payment of premiums for WorkCover insurance policies. | http://www.austlii.edu.au/au/legis/vic/consol_act/acia1993420/ |
| Fair Work Act | An Act relating to workplace relations, and for related purposes | http://www.austlii.edu.au/au/legis/cth/consol_act/fwa2009114/longtitle.html |
| Charter of Human Rights and Responsibilities Act | The main purpose of this Charter is to protect and promote human rights | http://www.austlii.edu.au/au/legis/vic/consolact/cohrara2006433/s1.html |
| Disability Discrimination Act | The purpose of this Act is to enact a new legislative scheme for persons with a disability which reaffirms and strengthens their rights and responsibilities and which is based on the recognition that this requires support across the government sector and within the | http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/ |
| Disability Services Act | An Act about providing services for people with a <u>disability</u> , and for related purposes | http://www.austlii.edu.au/au/legis/nsw/consol_act/dsa213/ |

Complaints and Appeals

If you are dissatisfied with a service offered or treatment received by AFHS Training, then you have the right to lodge a complaint. In the event that you are dissatisfied with the outcome with your complaint, then you have the right to lodge an appeal. Please refer to the Complaints and Appeals Policy located on the AFHS Training website www.afhstraining.com.au for more information on how to lodge a complaint or appeal.

Participation in National Student Outcome Surveys

As part of our commitment to quality standards, AFHS Training participates in providing data to the National Centre for Vocational Education and Research (NCVER). You may be contacted and requested to participate in a National Centre or Vocational Education Research (NCVER) survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A student must provide their USI to Field on their enrolment form before commencing their course. If you do not provide your USI, you may be held back from attending your course until you provide one.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. A USI will allow your USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing you to see all of your training results from all providers including all completed units and qualifications.

The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript. It will also ensure that your VET records are not lost. The USI will be available online and at no cost to you. Your USI will stay with you for life and it will keep a record of any nationally recognised VET course that you completed from when the USI came into effect on 1 January 2015. For more information please see the link below: <http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-theUSI.pdf>

Please note: If you have been issued an exemption from being assigned a USI, your results will not be included in the USI system.