



welcome

I would like to take this opportunity to welcome you to your course.

As a participant in an ITS Bar Skills course we hope you will enjoy developing your skills and knowledge with our team of professional, hospitality trainers.

We have a proud record of our students gaining work quickly after the course and if we can be of assistance to you please do not hesitate to contact one of our professional staff.

Enclosed in this booklet you will find:

- COMPANY POLICY STATEMENT
- PARTICIPANT CODE OF CONDUCT
- CODE OF PRACTICE
- CONTACT INFORMATION

- GENERAL INFORMATION:
 - Course Information
 - Course Commencement
 - Course Fees Policy
 - Refunds Policy
 - Entry Criteria/Award to be gained
 - Career & Training Pathways
 - Appeals Against Assessment
 - Access & Equity Policy
 - Grievance Procedure Policy
- RECOGNITION OF PRIOR LEARNING POLICY

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

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

Once again welcome and enjoy your training with us!

Damien Smith
Managing Director

COMPANY STATEMENT

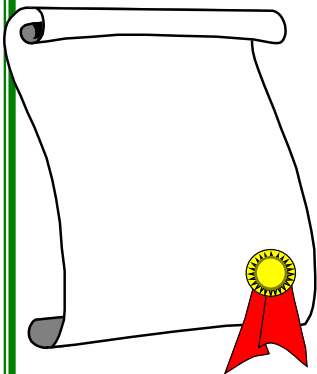
ITS Bar Skills is a Registered Training Organisation, specialising in the provision of theoretical and practical vocational training to the hospitality industry and industry at large.

Our company delivers approved training to clients both self-funded and/or Job Services Australia clients.

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

- Control in course design and planning.
- Selection and training of our Trainers/Assessors.
- Continuous monitoring of course delivery quality.
- Ensuring our clients achieve stated competency levels.
- Commitment to continuous improvement and best practice standards.

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



QUALITY STATEMENT

The primary goal of ITS Bar Skills is to provide high quality accredited training to assist people in gaining formal qualifications to work in the hospitality industry.

ITS Bar Skills provides clients with:

- Nationally recognised Statement of Attainments and short courses.
- Modern, up-to-date training facilities and resources.
- Personalised training with staff that have the qualifications and professional experience in the hospitality industry.

ITS Bar Skills aims to be a leader in hospitality training in the region by providing the personnel, facilities and resources for the delivery of quality hospitality training programs.

COURSE PARTICIPANT CODE OF CONDUCT

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

1. DRESS CODE

Dress code is to be advised our office by email or phone prior to the course commencing. Listed below are the requirements.

- a. Neat Casual - If you have black and whites this is ideal, otherwise please wear smart casual eg collared shirt and long pants. You will need to wear closed in shoes (no thongs, sandals).

2. JEWELLERY

Due to health and safety, and occupational hygiene within all sectors of the hospitality industry, participants may not wear:

- oversized jewellery
- visible necklaces / chokers
- wear nose / facial rings
- one earring per ear
- bangles / bracelets
- limited make up may be worn

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

3. EATING

No eating is permitted during class hours including gum.

4. DRINKING

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



5. BREAKS

Breaks will be determined in concurrence with the Trainer and the group as to best meet the needs of all

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

6. SMOKING

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



7. PARKING

It is both the responsibility of and cost to each client to find their own carpark. ITS Bar Skills takes no responsibility for stolen vehicles or damages, which may occur at any venue car park.

8. ABSENTEEISM

All students attend all sessions of the course. If an emergency does occur and you need to leave or can't attend the next session please call our office. The onus will be on the student to make up for any missing content by dealing directly with the Director and/ or your Trainer

9. CONDUCT

General courtesy is to be displayed toward other participants, our Trainer and venue staff at all times.

10. TELEPHONE CALLS

Students switch mobile phones to silent during class session. If for a specific reason you need your phone on eg work, family issues, please discuss with your Trainer prior to class.

11. NOISE

All participants are required to keep noise levels to a minimum when entering and leaving the premises..

12. WORKPLACE HEALTH & SAFETY

Participants will agree to follow all Workplace, Health & Safety procedures of the venue of training as instructed verbally by the Trainer upon course commencement.



COMPANY CODE OF PRACTICE

ITS BAR SKILLS AND THE COMMUNITY

ITS maintains high standard in the provision of vocational education and training for its clients. There are policies and management practices in place to maintain our high professional standards in the marketing and delivery of our services, thereby safeguarding our clients.

At ITS we maintain a learning environment that supports the success of our clients and have the capacity to deliver the nominated course(s), provide adequate facilities and use methods and materials appropriate to the training being delivered

➤ **Legislative Requirements**

ITS Bar Skills is responsible for ensuring that all relevant legislation and regulations used in the operation of ITS Bar Skills are current. Legislation may be downloaded from the following web site: <http://www.justice.qld.gov>

➤ **Access and Equity**

All students are recruited in an ethical and responsible manner and consistent with the requirements of the regulatory authority. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

➤ **Quality Management Focus**

ITS Bar Skills has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. Feedback is gathered from students and industry regularly and analysed for continuous improvement.

➤ **Client Service**

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and Statement of Attainments will be issued within a maximum of 30 days. These will be appropriate to competence achieved and issued in accordance with the national regulators guidelines.

Our quality focus includes a policy on Recognition of Prior Learning, Fair and Equitable Refunds, Grievances and Appeals, Access and Equity and Student Welfare and Guidance Services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeric support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

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

➤ **External Review**

ITS Bar Skills participates in external monitoring and audit processes. This includes random quality audits, audit following complaints and audit for the purposes of re-registration.

➤ **Marketing and Advertising**

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

➤ **Training and Assessment**

ITS Bar Skills has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students. Our training is Competency based and trainers are skilled in the area of assessing students within this method through practical and theory examination.

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

- Range of training strategies to cater to different learning styles, to include; lecture, demonstration, role play, group discussion, group work, practical participation.
- Language, Literacy and Numeracy support services.
- Range of assessment strategies to cater to the different needs of our students, to include; written or oral quiz, practical demonstration, role play demonstration, observation by the assessor, discussion with assessor, formative and summative assessments, appeals policy.
- Recognition of Prior Learning and Credit Transfer policies.

➤ **Recognition of Qualifications Policy**

ITS Bar Skills recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation.

Complaints Policy/Procedure

ITS treats all complaints with equal concern and procedures are in place to ensure all addressed and recorded. Complaints are not limited but may include assessment appeal, health and safety issues, racism, access and or equity.

Any complaint will be recorded on our complaint register an appropriate action affected. The steps to follow are:

- Advise the trainer of complaint (if you are unable to discuss the matter with the trainer please contact the ITS Director).
- Staff member to give complainant Student Incident form to complete (QC-012) within 14 days of the incident. This is to be lodged by the student to Campus Director who will prepare improvement Request form (QC-01).
- Campus Director decides on action to be taken .
- Campus Director will advise in writing within 14 days of the action taken
- If a complainant is not happy with the action taken they may lodge an appeal to the Director of ITS.
- If the student is still not satisfied with the outcome they may contact ASQA to make a formal complaint against the RTO.

Student Appeal Process

It is the intention of ITS to give all students a fair and reasonable approach in the review of appeals against assessment. If after assessment, either practical or written a student has been deemed not competent they have **14 day to lodge an appeal in writing to ITS**, they will then be reassessed by another Trainer/Assessor within ITS.

After this assessment they will advised by mail or email, if unsuccessful they may appeal a second time in writing and be assessed by another ITS Trainer at a cost of \$40/hr and will again be advised of the outcome by mail or email, if unsuccessful may resit the unit but at own expense. This information is detailed in the accompanying flowchart

CONTACT INFORMATION



1. CAMPUS CONTACT NUMBERS (including afterhours)

You can contact us on 1300 798948 during office hours, otherwise please leave a message.

SERVICES

1. PUBLIC TRANSPORT / PARKING ASSISTANCE

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

GENERAL INFORMATION



1. COURSE INFORMATION

Throughout the duration of your course please speak directly with your Trainer or our office Administration Officer/s. They can be contacted via the 1300 number.

2. COURSE COMMENCEMENT

We will contact you by phone, email or text to remind you of course commencement and of all the details you need to know for the first day. We ask you arrive 15 mins early in the required clothing as specified earlier in this handbook.

3. COURSE FEES POLICY

Where a fee applies (refer to the course details leaflet) for your course you will be required to pay a \$50 deposit of course fees on lodging your application with the balance of payment due prior to the completion of your course (except where the participant will be using the Ezy pay Payment System). Payments can be made by Cash or Credit Card.

Students using the Ezypay System will be subject to the terms and conditions as outlined in the Ezypay Terms and Conditions form, a copy of which is provided to course participants Ezypay refunds will apply as per the Refund Policy.

4. REFUND POLICY

Should ITS Bar Skills cancel the course you shall be given the opportunity either to transfer to another course or receive a full refund of the fees you have paid.

. If you require a refund, seven (7) days written notice prior to commencement of your course must be received by ITS, this will enable a full refund. If under seven (7) days a \$25 administration fee shall be deducted from your fee refund. There is no refund available 24hrs before a course is due to commence.

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

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

All course refunds will be paid no later than one month after application for refund is received and approved. The refund shall be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. All payments shall be made via EFT (Electronic Funds Transfer). The refund shall be paid directly to the person who has entered into the contract with Industry Training Service's, unless the person directs Industry Training Service's, in writing, to pay the refund to a third party.

5. UNIQUE STUDENT IDENTIFIER

We will require you to create your Unique Student Identifier (USI) number before you will be able to receive your Statement of Attainment from ITS. This will effective from January 1 2015. Your USI will be a unique series of letters numbers which will be linked to the individual's account which and will show all training that has been done as part of Nationally Recognised VET course.

You will need to go the USI website, simply type USI into Google to get to the home page. The process should take about 5 minutes. Bring this number to your first day of the course or if you have any difficulties contact the help number on the USI website or contact our office.

6. ISSUING OF CERTIFICATE

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

UNITS TO BE COMPLETED AS PART OF THIS STATEMENT OF ATTAINMENT COURSE

SITXFSA101 Use hygienic practices for food safety

SITHFAB101 Clean and tidy bar areas

SITHFAB202 Operate a bar

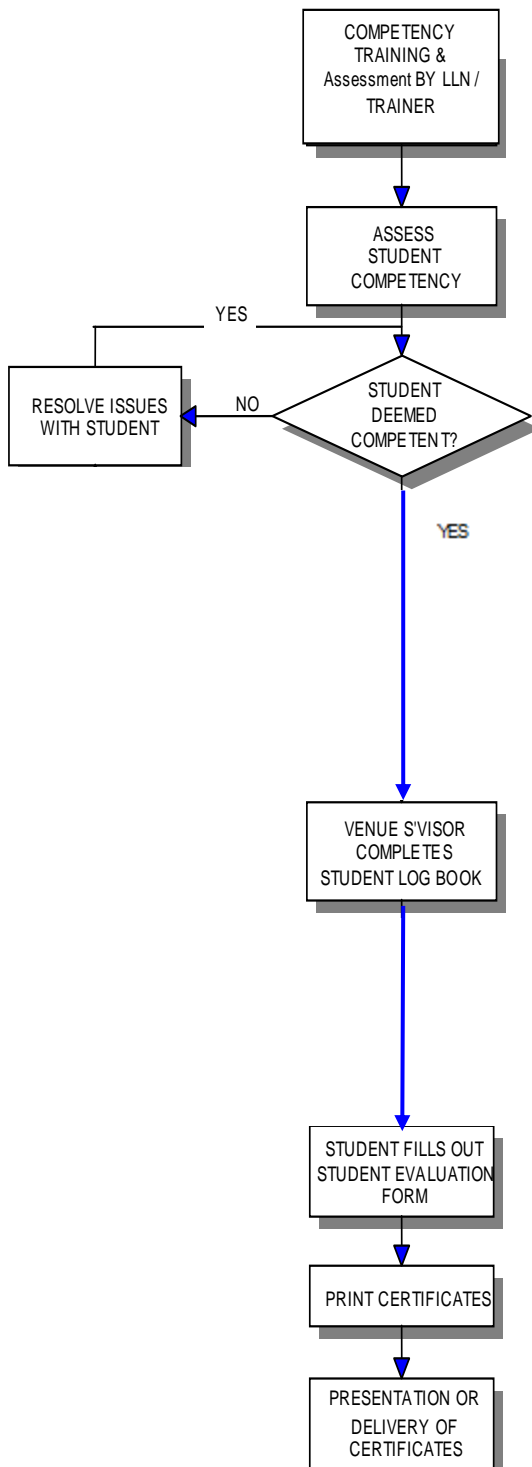
SITHFAB201 Responsible Service of Alcohol

SITHGAM201 Provide responsible gambling services

Your Statement of Attainment will be mailed to you within 21 days of course completion.

Following is a flow chart indicating the typical method of assessing your competency and award of qualification.





7. STATEMENT OF ATTAINMENT REISSUES

In the event that a student misplaces their Statement of Attainment a replacement will be issued at a cost of \$25, this needs to be received before the reissue. For security purposes the student will be asked details including DOB, their address and where they did the course.

8. CAREER AND TRAINING PATHWAYS

This accredited Statement of Attainment course will equip you with entry to the industry pathways as set out below.

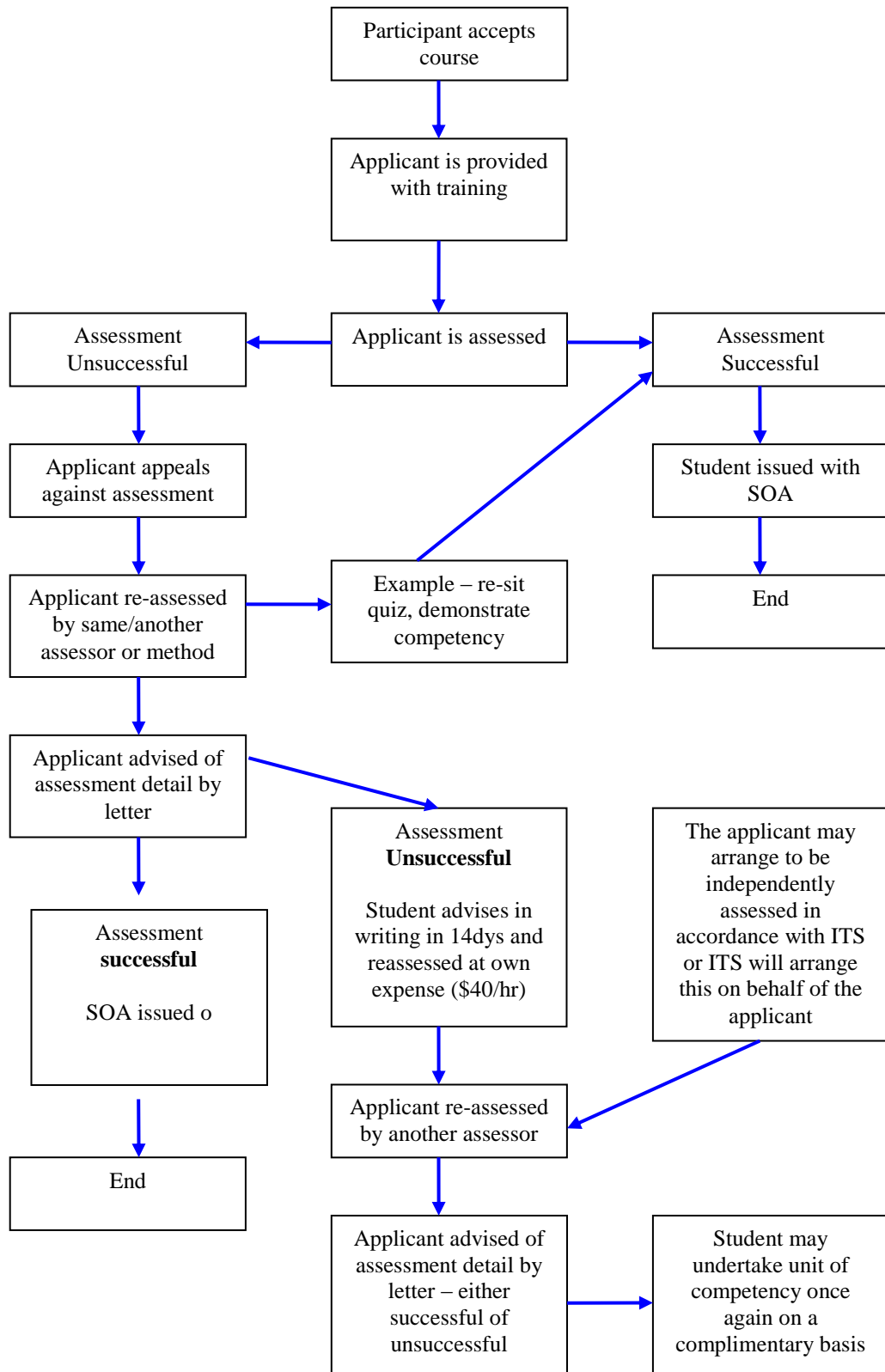
The following flowchart indicates the job outcomes and career pathways within the Food & Beverage Industry:

Restaurant	Bar	Banquet
Restaurant Manager	Supervisor	Supervisor
Supervisor	Bar Attendant	Captain
Captain	Commis	Waiter
Waiter		Commis
Commis		

9. APPEALS AGAINST ASSESSMENT

You have the right to appeal against your assessment and ITS Bar Skills have an appeal against assessment policy and procedures process in place which is reflected in the following Student Appeal Flowchart.

STUDENT APPEAL FLOWCHART



10. ACCESS AND EQUITY POLICY

ITS Bar Skills will meet the needs of individual and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. We will implement Customer oriented conservation programmes and target the specific needs of market segments in enhancing the economic development of the organisation.

Our procedures include:

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

We:

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



11. CREDIT TRANSFER

If you wish to claim credit for a unit you may have completed with another RTO you will need to provide an authenticated copy of Statement of Attainment or Certificate showing the unit you are claiming credit for. This is to be done prior to course commencement, ITS will keep a copy of this for our records.

12. RECOGNITION OF PRIOR LEARNING

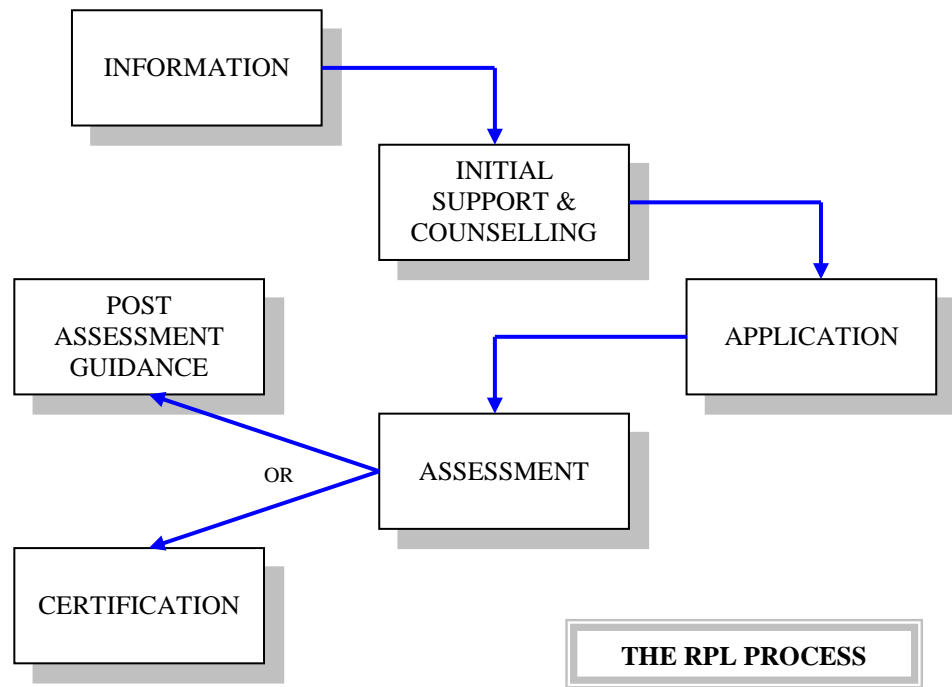
Participants can achieve recognition of prior learning (RPL), either through having previously undertaken training, or work practice, or through their life experiences which may be relevant to the particular course of study they undertake. Industry Training Services, upon specific request, will review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

Upon request ITS will provide your our RPL kit to assess your eligibility. You will be required to undertake a self-assessment which involves comparing your skills, knowledge, qualifications and experience with the competencies for which you are seeking recognition, and then submitting this with supporting evidence as part of your RPL application.



Recognition of prior learning suits people who have industry relevant experience perhaps including:

- work skills or knowledge
- paid or unpaid work experience
- life experience (such as hobbies, sport and leisure activities)
- community work experience



13. FLEXIBLE LEARNING AND ASSESSMENT

Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each client has achieved all the elements (skills and knowledge) required by each unit in order to gain their course qualification.

Assessment methods are detailed in a Training and Assessment Strategy (TAS) for each course. The objective of assessment is for the client to show that they have achieved competency in the unit(s).

You may be assessed by one or more of the following methods.

- Observation
- Oral questioning
- Case study

- Multiple choice
- Written short answers

Or any other method outlined in the Training and Assessment Strategy (TAS). Clients will be advised of the assessment methodology before training commences.

Training and Assessment Standards

ITS staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program.

Flexible Learning

ITS provides clients with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements agreed to must never the less adhere to the course assessment standards and requirements.

Structured training may be conducted in a classroom, in the workplace, online or a mix of all methods; it may be delivered in various modes including face to face interaction, online interaction, or correspondence.

Reasonable Adjustment

Where clients are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date.

In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied

14. STUDENTS ACCESS TO THEIR RECORDS

Students are able to contact the office of ITS during office hours to access to records of past training done with the RTO. To ensure privacy we will request full name and date of birth and address of time of doing any training.

Alternatively students will be able to access their past training records via their USI number on the Skills website. <http://www.usi.gov.au>