

**Quality Training & Hospitality College Pty Ltd, trading as Quality College of Australia (QCA) will ensure that qualified and experienced trainers are used to conduct all training courses. Trainers will present approved course material to meet the appropriate ASQA Registration standards. Assessments will be conducted in a fair, objective and consistent manner to determine a person's level of competency. Course content and learning outcomes will vary according to the course type and duration.**

**Enrolment Conditions**

Access to all courses is subject to:

- Availability of classes
- Minimum enrolments in the class

**Course Delivery**

QCA offer a range of training delivery modes including:

- Self-paced learning workbooks, allowing you to complete assignments and tasks at your own pace.
- Recognition of Prior Learning and / or validated Skills and Experience.
- Off-the-Job Workshops (if applicable).
- Workplace assessment (if applicable).
- Competency based flexible training, allowing clients to learn and be assessed in a variety of different ways.

**Recognition of Prior Learning**

Students can apply for RPL if they have existing skills and knowledge and do not want to participate in the formal training and assessment process. For further information contact our office 1300 511 888 or visit the QCA website [www.qca.edu.au](http://www.qca.edu.au)

**Complaints & Appeals**

Clients have the right to seek redress if they feel they have cause for complaint or have been unfairly treated.

The procedure to follow is:

- First, if possible, approach the person(s) directly involved to discuss and seek resolution of the matter.
- If the grievance is unable to be resolved by both parties, then seek assistance from the QCA Vocational Education Manager.
- Details of internal and external Complaints and Appeals Policy & Procedure is located on the website [www.qca.edu.au](http://www.qca.edu.au).

**Workplace Health and Safety**

QCA has a responsibility to provide a safe and healthy environment for their employees, clients and visitors. Under the Work Health & Safety Legislation Act 2011 course Clients also have responsibilities. These include:

- Undertaking activities in a safe manner and following any emergency instruction given.
- Not putting themselves or anyone else at risk.
- Reporting any injury / illness or "near miss" to a trainer.

**Clients Conduct**

Clients are expected to behave in a courteous manner, failure to do so can result in being asked to leave the course.

**Course Fees, Refund and Transfer Policy**

- Course Fees must be **paid in full prior to commencement** of the course.
- **No refunds of course fees paid apply.**

Transfer to an alternate course date in lieu of cancellation can be arranged. A request to transfer must be received in writing prior to the commencement date of the initial course booked.

**Advertising Policy**

It is the policy of QCA for all company material, services and products to be advertised and marketed in an ethical manner at all times. It is the policy of the QCA to ensure that written permission is gained from any person or organisation to be included or spotlighted for use in any marketing or advertising material which refers to that person or organisation.

**Student Support / Reasonable Adjustment**

If you require any special assistance, please inform our staff at the initial Information Session. Your Trainer / Assessor is also an ideal support mechanism, if you need some support please speak to them. Student support can include: flexible learning options, one-on-one tutoring, alternative assessment strategies; referral to other services such as assistance with English & Counselling, reasonable adjustment to assessment such as verbal assessment or additional time (where relevant & possible).

<b>Document:</b> NovaCore CMS\SRT0 2015\Manual\Short Course - Code of Practice & Statement of Understanding	<b>Approved By:</b> RTOADM	<b>Next Review Date:</b> -
<b>Version:</b> 2.1	<b>Approved Date:</b> 19-05-2023	<b>Page 1 of 2</b>

**STATEMENT OF UNDERSTANDING**

I have had explained to me and I understand the policies, procedures and guidelines which are provided to me within the induction for the duration of my enrolment for courses including any applicable work experience through QCA and/or traineeship with my Employer. I understand that as a Trainee/Student my employer/work experience placement, will also provide policies and procedures pertaining to their business and workplace. If a policy duplicates a QCA policy I understand that I must abide by the policy and procedure which is of the highest level/quality. I accept that if I am in doubt, I will consult either my employer or mentor.

I understand that non-compliance with the rules and responsibilities **may result in disciplinary action** at the discretion of either a QCA representative (course participants) or my employer (trainees).

<b>Student:</b>			
<b>Student Signature:</b>		<b>Date:</b>	

**TRAINING ORGANISATION**

<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	