Student Information Handbook

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CFT International Pty. Ltd t/as Training Online Food Safety

RTO number 21120

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Welcome to TOFS.

TOFS (also known as Training Online Food Safety) (“TOFS”) is a Registered Training Organisation number 21120 (RTO) delivering Nationally Accredited, specialised industry training for people considering employment or employed within the Tourism, Hospitality, Food Processing and Health Industries.

TOFS has the following nationally accredited courses on its Scope of Registration:

From the SIT12 - Tourism, Travel and Hospitality Training Package:

- SITXFSA005 - Use hygienic practices for food safety
- SITXFSA006 - Participate in safe food handling practices
- SITHFAB021 - Responsible Service of Alcohol

From the HLT - Health (Release 3.1) Training Package:

- HLTFSE001 - Follow basic food safety principles.
- HLTFSE007 - Oversee the Day-to-Day Implementation of Food Safety in the Workplace.
- HLTFSE005 - Apply and monitor food safety requirements.

From the FDF10 Food Processing Training Package

- FBPFSY1002- Follow Work Procedures to Maintain Food Safety
- FBPFSY2002- Implement the Food Safety Program and Procedures

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We recognise that everyone wishes to learn in different environments and so we offer training online, in class and via correspondence. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you (the student) to the services available to you at TOFS.

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

Course information

Prior to enrolment, course information, including content and vocational outcomes will be available to all participants. Please refer to individual Course Outline Brochures for course content and assessment details. Course Outlines

Enrolment Process

All students must complete the enrollment process to confirm their enrolment, this can be completed online or using a paper-based enrolment form.
The enrollment process shall provide the following information:

- Identify the unit or units in which the student is to be enrolled.
- Student name, address, email, phone number and payment.
- Once enrolled a tax invoice will be issued

By completing the enrolment process the student agrees with following:

- That the information provided by the Applicant in their application is complete and correct.
- Agrees to be bound by the RTO rules and regulations and any amendments made to the rules and regulations.
- Agrees to adhere to any prerequisites identified on the course brochure

The student is required to complete the enrollment process to ensure that all information, conditions, fees and charges, refunds, and details of the enrolment are understood.

Any original documents submitted as part of the enrolment process will be copied and maintained in their file in the student management system.

Fees, Charges and Refunds

TOFS may update fees and charges at any given time and it is recommended potential students contact TOFS to ensure the most up to date information is obtained.

Refunds:

Online students

TOFS agrees to refund, within 14 days, fees paid with a 50% deduction for administration fees where the student has requested a refund due to deciding the course is not necessary (changing their mind).
Refunds are conditional upon:

- the computer system being used by the student does not meet the minimum requirements detailed for use of the online learning material.
- a student enrolling in, or completing a course, then determining it is not the correct course for their needs. For instance, there is a clear warning on the website for NSW RSA students to advise they need an NSW Liquor Administration Board approved RSA course. There are also warnings that RSA students should access the relevant State regulations to see if the national online course is suitable for them.

- TOFS agrees to refund, within 30 days, with no deduction, fees where the student has been unable to access the online learning material due to a system failure of the learning material. That is, the learning material is not available for access by all students due to technical failure of the learning platform.

Students who attend classes

- TOFS agrees to refund, within 14 days, without deduction, all fees where the TOFS cancels the course or where the commencement of the course is postponed for more than four weeks.
- If a student enrolls into a class which is either full or is cancelled TOFS will endeavor to transfer the student to the next available class.

Correspondence Students

TOFS recognises that refunds of fees paid in advance should be made to students under the following conditions:

- TOFS agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by TOFS.
- TOFS agrees to refund, within 30 days, all fees paid, less a $20.00 administration charge, where, by reason or reasons beyond the student's control, (including Acts of God, Acts of Government authorities, civil strike and riots), the student is prevented from completing the Training.

Refund Process

Any student who wishes to obtain a refund on the above or on any other grounds should make an application in writing and forward by email to support@trainingonlinefs.edu.au

Transfer fee

Request for transfers received prior to the course commencement date are free of charge.

Fees for replacement certificates

Students can download a replacement certificate form on the student information page of our website www.TOFS.com.au and apply for a replacement certificate. Replacement Statement of Attainments are $20.00 each if a hard copy replacement is required.

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Managing Director and shall be assessed on a case by case situation.

Course Entry Requirements

- Basic computer skills are required for TOFS's online courses,
- Access to computer and internet.
- Language, literacy and numeracy level - please see section below entitled "Language, Literacy and Numeracy".
- Understanding of Online Learning, please see the document Online learning tips

Student Support Services

Being a student is exciting, but it can also be challenging. TOFS staff can be approached to gain advice on academic technical and issues.

Our office is open 9am to 5pm (Aus EST) Monday to Friday, please contact us on 1300 665 633 to speak to our helpful support and administration staff, for any issues you may have while completing your TOFS Training. We do also have a trainer available via phone or email Monday to Friday.

You can also email support@trainingonlinefs.edu.au with any issues you may have, this ticket system is monitored 7 days a week, if you have any questions or concerns with your training our helpful support staff and/or trainer on duty will assist you between the hours of 7am to 10pm.

If you think you might need assistance with English language skills please see section below entitled "Language, Literacy and Numeracy". You can also follow the link to the Department of Health information in languages other than English - http://www.health.vic.gov.au/foodsafety/language.htm#chinese

Online Training

Technical Help Desk

Prior to going "live" with the course, students are encouraged to log on and to test the network to ensure they understand the login process and the technical hardware requirements for effective course operation. Inexperience with our software program are rare; logon issues are minimal because the software is largely intuitive.

Students may have problems in being able to establish communication with the network and provide smooth uninterrupted review of learning materials and assessments. The Help Desk operation is provided through the training staff who are contacted by a student, either online or by phone. The Trainer will trouble shoot the problem with the student but may refer the matter to the IT Help Desk that supports TOFS International.

Academic Support

The most common problem is where the student does not read the question, or their answer is not well written in a style that is marked by the online learning system. All the online questions are marked by the system itself with very little intervention by the assessors unless the student advises they are having problems. The trainer assessor will contact the student directly by an appropriate mechanism: email, mobile phone, land line phone or online through VOIP.

If a student answers a question incorrectly 4 times, they are locked out by the system. They will then need to email support@TOFS.com to unlock the system and to discuss the problem question with the assessor. The assessor will go through which question was incorrect and provide online email and or discussion with the student.

Probity and Student Identification

The student must establish a proof of identity. We have a requirement for the student to provide 60 points of ID; this is usually best provided as a driver's license (with the contained photograph) and also a Medicare Card to prove Australian Residence. Passport information pages are also often used for those who do not drive.

The challenge for the assessment is to prove that it is the student who is undertaking the assessment. This may be done by phone discussions regarding assessment questions and answers, outcomes or assessment within the workplace by the third-party supervisor.

Employer Support Services

Employers can manage their staff training through our student management system. Please contact TOFS to set up this function.

This function will allow you to:

- View your staff progress reports
- View your staff's certificates
- View completed course evaluation reports.
- Manage bulk enrolment coupons that can be used to register staff for training when you need it.
- List all staff enrolments into your employer group.

Language Literacy and Numeracy Support

TOFS recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary, before beginning your training you will be asked if you need LLN support.

If so, you will be asked to complete a short language, literacy and numeracy quiz. This task will assist us in identifying any additional support you may require to successfully complete your course.

You may be referred to a TAFE college for english language skills assistance.

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of assessment, these may consist of question and answers, case studies, role plays and tasks such as practical demonstration and/or workplace assignments.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

TOFS does not offer RPL or credit transfer for food safety or RSA courses.

Please note that under conditions of approval from the NSW Food Authority, no RTO is permitted to grant RPL for the NSW Food Safety Supervisor Course.
http://www.foodauthority.nsw.gov.au/

Access to Student Records

Once you are enrolled as a student with TOFS you will be allocated a student ID number and passworded access to our online student management system no matter if you are enrolled to study online, in class or by correspondence.
You will then have access to:

- TOFS knowledge base- here we collect up to date industry information and make it available to you to keep up to date. If you can't find an answer here you can always ask us.
- Your student file, certificate and training record.
- Student support ticket system - email to support@trainingonlinefs.edu.au

Training Evaluation

TOFS fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to students on completion of their training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Certificate Issue

After completing all of the assessment tasks required by their course an email will be sent to the student advising that their certificate can be downloaded and printed off and/or saved. All TOFS certificates are a secure pdf document with a watermark to prevent fraudulent reproduction. TOFS's certificates are available to students using their Student Identification number and password to log in to TOFS's website.
Advantages of receiving certificates electronically include:

- no delay in receiving the certificate through the post,
- no possibility of it being misplaced in the post,
- it can be forwarded electronically to the relevant authorities
- it can be attached to your CV
- it can be saved to your computer and re-print it when needed

If you don't have an email address or prefer a hard copy certificate it will be sent by registered post to the address you have given us.
Hard copies of certificates mailed to you will attract a $10.00 administration fee.

If you are wanting a certificate request form, please contact us and our staff members will kindly send one to you.

Academic Appeals

A student must lodge an appeal, where practicable, within 30 days of receiving the assessment result.
Where appropriate the student should first approach the assessor concerned.
Where the outcome is not satisfactory to the student, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why an appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the appeal and the student will be notified in writing of the outcome and the reason for the decision. Action will be taken for each substantiated complaint. If the student is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the student will have an opportunity to formally present their case.

Complaints

A complaint is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of TOFS in relation to the following processes:

- Bookings and enrolments
- Training delivery
- Training/competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services

TOFSs Complaints and disputes policy states:
Training participants may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities and other issues which may arise.

- TOFS will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.
- All complaints, disputes and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints procedure.
- All complaints will be managed fairly and equitably and as efficiently as possible.
- TOFS will resolve any complaints fairly and equitably and will initiate resolution procedures within 5 working days.
- TOFS will act on anything that was found to be substantiated.

- All employees/contractors and prospective students will have access to a copy of the complaint procedure on our website www.TOFS.com.au
- All discussions relating to complaints and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.
- TOFS will provider trainers and/or students with details of external authorities that they may approach with respect to their complaint if required.

The complaint procedures involve the complainant initiating the following:

Informal Feedback

- Wherever possible, discuss the issue with the relevant trainer, student, administrator.
- Email to support@TOFS.com.au, this will be managed in the Zendesk ticket system Complaints / Appeals.
- Return Bad Satisfaction result to the support ticket and the administration staff will contact you regarding the issue.

Formal Feedback

- If it is unable to be resolved at this level, the complaint can be formalised and the written complaint/appeal lodged using the Formal Complaints and Appeals. Complaints form
- If the complaint is still unresolved, it will be referred to an independent Complaint Adjudicator.
- TOFS will provide to the appellant/complainant in writing, the outcome of each complaint or appeal, including reasons for the decision, within 5 working days of the decision being made.
- Anyone can lodge a complaint: students, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

This information can be found in TOFS's Complaints and Appeals Policy and Procedure.

Student Attendance and Behaviour

Students are required to follow all TOFS rules and instructions from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

If a student is found to have acted in a way that TOFS deems to be misconduct, disciplinary action may be implemented in the form of suspension or cancellation of the student's enrolment.

Academic Misconduct

Students at TOFS are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Definitions

Plagiarism: It is the act of presenting another person's work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference
- other students' work is copied or partly copied
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page

Cheating: To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

Academic misconduct is considered a serious offence at TOFS. For students who have been deemed to intentionally plagiarise/ cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If the student does not agree with the RTO's decision, then they are able access the Complaints and Appeals Policy and Procedure.

Disciplinary Procedures

The Equal Opportunity Act requires that we provide a work and learning environment free of harassment, bullying and victimisation. Any student, who is found to be cheating, harassing other students or staff, or breaking the law in any other way, will face disciplinary action. This may involve asking the student to leave the course immediately, and in some cases may involve a report to the Police.

Equity Commitment

All TOFS staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. TOFS has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

TOFS acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)

- The Equal Opportunity Act, 1995 (Victoria)

TOFS fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All TOFS staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

The specific learning needs of current and future students will be identified and strategies developed to meet them to optimise learning outcomes, irrespective of gender, culture, age, location or any disability or disadvantage.

Barriers to effective learning and success of our students and student groups will be identified and progressively removed.
Where a prospective student has special needs, which, in the opinion of TOFS staff, cannot be adequately catered for or will significantly affect the likelihood of successful achievement in the proposed course, this opinion will be clearly and appropriately conveyed to the student.

TOFS trains people from all walks of life and all socioeconomic backgrounds. Many of our students are from non-English speaking backgrounds and have various levels of literacy. TOFS will continue to develop training & assessment tools to assist students with specific language and literacy needs.
Additionally, TOFS Trainers offer:

- Verbal assessment
- Time and assistance
- After class re-assessment for 'Not Yet Competent' students
- Translation services can be arranged.

Curriculum development, particularly with respect to courseware and assessment requirements will take into account the likely needs of a range of student groups and avoid disadvantaging any particular group.

Courseware and assessments will be vetted to identify and remove any inadvertent bias regarding age, gender, culture, location, disability or disadvantage. In examples and the modeling of expert behaviour, course materials will portray a balance of genders, ethnicities, ages and locations.

Learning materials and activities will involve a range of contexts rather than concentrating on the experiences or interests of a particular group.

Occupational Health and Safety

TOFS complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps

to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at TOFS premises or venues.

TOFS is aware of it's obligations under OHS legislation and is committed to providing a safe and healthy environment for its staff, students and visitors. Information on occupational health & safety pertinent to the particular course is to be given by the trainer/facilitator to all students at the beginning of the course.

Trainers are required to discuss evacuation procedures with the students on the first session of your course. If first aid is required, depending on the urgency of the situation, students are asked to either report immediately to their trainer or to the on-site first aider (if available), or call an ambulance.

TOFS welcomes any information from trainers and students on potentially hazardous situations at any of our training venues.

Harassment, Victimisation, Bullying

TOFS has a commitment to provide a work and learning environment free from harassment, bullying and victimization. This is in accordance The Equal Opportunity Act .
Harassment is behaviour directed a to another person that is uninvited and unwelcome and includes offensive and /or intimidating behaviour based on a person's sex, pregnancy, marital status, race colour or ethnic background, physical appearance, age, sexual preferences or disability.

Any student, contractor or staff member who feels that they have been harassed should refer the matter to Managing Director immediately.

Privacy

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all of our students, in accordance with the Australian Quality Training Framework 2010 (AQTF2010) Standards for Registered Training Organisations, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

We will not disclose personal information we have collected from a person to a third party without the written consent of the person concerned, except where it is required: By law,

- To comply with the NVR Standards for registered training organisations,
- To lessen or prevent a serious and imminent threat to an individual's life, health or safety; or a serious threat to public health or public safety, or

- As part of a necessary investigation into suspected unlawful activity, and its use or disclosure to relevant persons or authorities.

We will obtain written permission from any person or organisation for the use of any information that refers to them, and will abide by any conditions of that permission.

When anyone enrols in a TOFS training course they may be assured that the personal information they provide is protected under the Privacy Act 2000 (Victoria). This Act imposes obligations on private sector organisations such as TOFS in their collection, storage, use and disclosure of personal information.

The Privacy Act also:

- Sets privacy standards for dealing with personal information
- Applies to Australian government (commonwealth) and ACT Government agencies
- Applies to private sector organisations across Australia
- Is administered by the office of the federal privacy commissioner

The personal information that we collect is only for the purpose of providing education and assessment, to keep records and to report on our training and assessment activity.

Information is released to Government Authorities i.e. AVETMIS, NSW Food Authority, OLGR QLD and Consumer Affairs Victoria.

Our Privacy Policy is available on our website www.trainingonlinefs.edu.au for perusal at any time.

Unique Student Identifier (USI)

The protection of your USI – and the personal and educational data that it links to – is paramount and important safeguards will be in place to protect your privacy. A key principle underpinning the initiative is that individuals will have control over their USI and can determine who can have access to the personal and educational records associated with it.

USI Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection

with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- is collected by the Registrar for the purposes of:
    - applying for, verifying and giving a USI;
    - resolving problems with a USI; and
    - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
    - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing VET, VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
    - VET Regulators to enable them to perform their VET regulatory functions;
    - VET Admission Bodies for the purposes of administering VET and VET programs;
    - current and former education or training providers to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
    - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
    - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
    - researchers for education and training related research purposes;
    - any other person or agency that may be authorised or required by law to access the information;
    - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Student Identifiers Registrar's Privacy Policy or by contacting the Registrar on BusinessStrategy@usi.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Contact Us

CFT International
ACN 089626 504
Phone: (03) 5966 9977 / 1300 665 633
Email: support@trainingonlinefs.edu.au
Website: www.trainingonlinefs.edu.au

CFT International RTO 21120 is registered by
Australian Skills Quality Authority
GPO Box 9928 Melbourne VIC 3001
Info Line 1300 701 801
enquiries@asqa.gov.au
www.asqa.gov.au
www.training.gov.au