

Coffee School



Participant Handbook

Ton Ton Song Pty Ltd trading as The Coffee School

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Introduction

Welcome to The Coffee School. The Coffee School is a Registered Training Organisation with the following units of competency available to you:

SITHFAB012B Prepare and serve espresso coffee
SITHFAB009A Provide responsible service of alcohol
SITHGAM006A Provide responsible gambling services
SITXOHS002A Follow workplace hygiene procedures

This Participant Handbook ensure that you, The Coffee School's most important people, are guided through The Coffee School policies and procedures, which have been implemented to ensure that your learning experience is valuable and enjoyable.

Feedback

You are invited to provide feedback to The Coffee School on your training and assessment experience and on client support services.

The Completion Feedback Form is provided to you upon completion of the program.

Feedback forms are provided to you by your trainer. Once these forms are completed, they are to be returned directly your trainer, who will forward them on to the Coffee School office in a sealed envelope.

Feedback may also be gathered in various other forms including emails, telephone calls and verbal discussions. All feedback received will be analysed by The Coffee School's CEO and may result in improvements being made to services provided to participants.

Legislative Requirements

The Coffee School is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation is continually being updated and The Coffee School's management is responsible for ensuring all The Coffee School personnel are made aware of any changes to current legislation.

Current legislation is available online at www.austlii.edu.au and www.legislation.nsw.gov.au

Current legislation that effects our operations includes, but is not limited to, the legislation listed below:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

State Based Legislation

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)

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- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.
- Occupational Health and Safety Regulation 2001

Occupational Health and Safety

As training and assessment is conducted in your workplace environment, all The Coffee School personnel will comply with the workplace's OHS procedures when on site.

Harassment and Discrimination

Under Australian law, The Coffee School is required to ensure that we provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying), so that staff and participants feel valued, respected and are treated fairly.

The Coffee School management will ensure that all of our staff and contractors understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example. We will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for

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sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Disclosure of Information

The Coffee School takes your privacy very seriously and will comply with all legislative requirements, including the Privacy Act and National Privacy Principles (2001).

In some cases, as required by law and as required by the AQTF, The Coffee School will need to make your information available to others. In all other cases, The Coffee School ensures that your written permission is gained before providing information to a third party.

The Australian Skills Quality Authority (ASQA) may also request to view participant records when they audit The Coffee School.

Working with Children

The Coffee School accepts people under the age of 18 into our training programs. As such, The Coffee School has ensured that all appropriate background checks have been completed on The Coffee School personnel, including Trainer/Assessors.

If you are under 18 and are enrolling with The Coffee School, your parent or guardian will be required to sign your enrolment form as well to indicate that they agree with your enrolment.

Further information is available from The Coffee School management.

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Terms and Conditions

Applicable to all Course Bookings

- Class dates can be changed 48 hours prior to booking date at no charge
- Changes to booking dates for training classes within 48 hours will incur a \$70 rebooking fee per student
- Students who fail to attend can pay a \$70 rebooking fee to reschedule within 24 hours of the booked course date.
- All \$70 rebooking fees will be waived if the students books another course or enrolls more students
- Bookings can be converted to gift vouchers 48 hours prior to booking date at no charge
- Bookings can be converted to gift vouchers for a \$70 fee within 48 hours or non attendance
- No reduction in courses or number of students can be made
- No refunds will be offered for cancellations for any reason
- Students must attend the courses on time. Should they be late or fail to attend a \$70 rebooking fee will be incurred.
- All free courses must be booked and redeemed at the same time as the Coffee Level 1 & 2 course booking. Course fee must be paid in advance for this promotion.
- All free Cocktail Courses must be booked and redeemed at the same time as the Bar Skills course booking. Course fee must be paid in advance for this promotion.
- All students who fail to complete their RSA or RCG assessments will need to re-sit the course again on another day which will cost \$70 per person per course.

Applicable to all Gift Vouchers

- Gift vouchers can not be redeemed for cash
- Gift vouchers expire one (1) calendar year after the date of their purchase
- Gift vouchers can be redeemed to book courses, but only for their purchase price. If course prices change extra payment may be required.
- When using a gift voucher there are no refunds and no change will be given.

Practise Session Terms and Conditions:

- One free practise session is only offered to students who have completed Levels 1& 2. Practice sessions can only be booked the morning of the date students wish to attend.
- To book a practise session the original ID booking number must be quoted to identify the student.
- Practise sessions are held 2pm-4pm on available dates offered at time of booking.
- Practise session expires 1 month from the original booking date.
- Subsequent practice sessions after expiry are charged at \$75.
- Failure to attend a booked practise session results in forfeiture of the free session.

- Changes or cancellations by a student of a booked practise sessions will result in forfeiture of the free practise session.
- Changes of a booked practise sessions can be made for \$75.
- Coffee School reserves the right to cancel or change a booked practise session at any time and a new free practise session time will be offered.
- Students must bring their Coffee Art Book to practise sessions.
- Practise sessions may only be held in the same city where the student attended the course originally.
- Practise sessions are offered in other cities at a cost of \$75.

Privacy Policy

- Personal information is collected only when a booking is made.
- The student name, phone number and email address is collected to make a booking.
- A credit card number is only collected if a student selects the pay now option to obtain a discount.
- If a student selects the pay later option, the credit card information is not required. We do not store or keep credit card information.
- Your personally identifiable information is kept secure and confidential. The information is not divulged or sold to anyone.
- The credit card information is transferred to Secure Pay payment gateway to allow online payments. No other information is transferred to third parties.
- Students can login and change or delete their bookings and information. There are no future communications offered.

Statement of Attainment Re-prints

All of The Coffee School training programs attract fees. These fees are invoiced directly to the participant.

Re-print of Statements of Attainment will attract a fee of \$35 plus GST and postage if applicable.

Any questions regarding fees or refunds should be directed to the CEO.

Participant Training Records

The Coffee School is committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our company records. All hard copy records including individual participant records will be stored in a locked secure office area.

Our electronic records are stored in our computer system with our training records stored in our computer database. The computer system is password protected and security is maintained by appropriate software programs.

Our software and hardcopy systems will retain your records, including results, for a period of no less than 30 years.

You can access your own training records by contacting The Coffee School management.

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Upon request, participants will be provided with their Statement of Attainment via email. Should a participant lose their certificate they can contact the Coffee School who will resend the participant their certificate. Reprint fees may apply.

Access and Equity

The Coffee School is committed to ensuring that training opportunities are available to all people on an equal and fair basis.

All participants have equal access to training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions regarding access and equity can be directed to The Coffee School management.

Enrolment

You can enrol in a course online through our website or over the phone with a representative. Dates must be selected at the time of booking. Payment can be made in advance or by paying cash on the day. We accept Visa, Mastercard, AMEX. Eftpos facilities are only available at the Sydney location. Cash can be paid on the day of your course. Course fees can also be deposited into the following bank account:

Commonwealth Bank Direct Deposit or Via Netbank

Account Name: Ton Ton Song PTY LTD

BSB: 062 123 Account No: 1031 3816

Language, Literacy and Numeracy (LLN) Assistance

The Coffee School recognises that not all participants are able to read, write and perform calculation to the same standards. The Coffee School will endeavour to help participants where we can, to accommodate anyone with difficulties with language, literacy or numeracy.

If you have a concern with language, literacy or numeracy, please inform your trainer at the time of enrolment into the program.

Participant Support, Welfare and Guidance

The Coffee School will assist all participants in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies, you should discuss these difficulties with your trainer or a member of The Coffee School management.

The Coffee School's trainer or manager will ensure that the full resources of The Coffee School are made available to you to ensure that you have every opportunity to achieve the required level of competency.

Should you be experiencing a personal difficulty, The Coffee School will make every attempt to accommodate your needs within our limited capacity. The Coffee School has a compassionate and understanding approach to the difficulties of our participants. If your needs exceed our capacity, The Coffee School will refer you onto an appropriate external agency.

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Flexible Delivery and Assessment Procedures

We can adjust our training and assessment program to ensure all participants have an equal and fair opportunity to complete the required training and assessment activities independent of their preferred learning style.

For example, a written assessment can be adjusted so that it is conducted as a verbal assessment.

Any further questions can be referred to your trainer or The Coffee School management.

Behaviour and Expectations

The following expectations of behaviour are required by all students:

- Comply with occupational health and safety regulations at all times
- Comply with anti-discrimination legislations at all times. Including racial and equal opportunity legislation.
- Behaviour needs to be an acceptable level for the workplace at all times
- Comply with victimisation and bullying regulation at all times.
- Training and assessment activities must be completed within agreed timeframes
- Any difficulties with completion of activities and assessment need to be notified to your trainer.
- Inform your trainer if you have an illness or medical condition that may affect your participation in the course.
- Mobile phones are not to be used during class.
- Smoking is not allowed on premises.
- The use of banned substances within the training environment is strictly prohibited.

Discipline

If a trainer is unhappy or dissatisfied with your behaviour, they have the authority to:

- Warn you that your behaviour is unsuitable
- Ask you to leave the class if behaviour persists. You will need to pay a rebooking fee should an incident like this occurs.

If you wish to express a complaint in relation to the disciplinary action taken, you have the opportunity to follow our complaints procedure.

We expect that The Coffee School trainers and staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of The Coffee School disciplinary standards will be discussed with the trainer and The Coffee School CEO and the appropriate action will be taken.

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Competency Based Training and Assessment Methods

Participants need to demonstrate competency which confirms participants perform required skills and knowledge for the unit of competency they are completing.

A written assessment is given to you at the end of the course in which you must complete within the stated timeframe advised by your trainer.

Your assessment is then marked by the trainer upon completion. Should you be non-competent with the assessment, you will be given the opportunity to come back and re-sit the assessment an additional time at no charge. Should you be non-competent the second time, we will require you to pay a \$70 rebooking fee to resit the course to assist you with the required knowledge for competency.

The Coffee School ensures that you are assessed in sufficient detail to ensure that assessors can make a fully informed judgement of competence.

The Coffee School management is available to discuss and provide professional advice regarding outcomes of the assessment process and guidance on future options for you.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Complaints and Appeals

The Coffee School will deal with any complaints in an effective and timely manner, aiming to resolve all complaints within four weeks of receipt.

Any appeals relating to the competency grading must be lodged with management within 14 working days of the course.

In the first instance, complaints and appeals are to be lodged with the appropriate trainer or other staff member.

If the issue is not resolved the participant is encouraged to speak or contact the Training manager. Complaints need to be lodged within 14 working days of the incident if you wish to lodge a complaint.

To lodge a formal complaint or appeal, the participant must complete a Complaint Form which are available from The Coffee School management.

The Coffee School management must investigate each complaint/appeal fully before reaching a resolution. Throughout the investigation process, you must be given every reasonable opportunity to provide further information about the complaint/appeal. The resolution must be provided to you in writing on The Coffee School's Complaints Outcome Form.

If you are not satisfied with the resolution of the complaint or appeal, the National Complaints Code (which is available from The Coffee School's office) directs you to seek further assistance from ASQA, whose contact details are:

ASQA
GPO BOX 9928
MELBOURNE VIC 3001

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Ph: 1300 701 801

Further Enquiries

For any further enquiries please contact the head office:

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