



# **DOMESTIC APPRENTICE/TRAINEE HANDBOOK**

**Evolution Hospitality Institute - (RTO 91256)**



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## Welcome



The management and staff of Evolution Hospitality Institute would like to extend a warm welcome to you.

Evolution Hospitality Institute is committed to providing high standards of vocational training. We strive to create a happy and friendly atmosphere in which to learn. We endeavour to assist all of our Apprentices & Trainees to achieve the best possible outcome.

Evolution Hospitality Institute will ensure that you receive the opportunity to fulfil your personal and professional potential during your training and every effort will be made by staff to accommodate your individual needs.

The contents of this handbook will be discussed at your orientation sessions. Therefore, it is important to keep it safe during your time with us as it will provide additional guidance and answers as you progress through your training.

In this handbook you will find general information about Evolution Hospitality Institute's policies and procedures as well as relevant information for you, including information on your Training Plan, Contract and your rights and responsibilities as an Apprentice or Trainee with Evolution.

We sincerely hope your time at Evolution Hospitality Institute is a memorable and productive learning experience.

**Stuart A. Page**

General Manager

Evolution Systems for Training and Development

## About Us

Evolution Hospitality Institute," A name that in the business of training hospitality and education has set itself up as a leader. In the last eight years its founder, Stuart A Page, has built a training company that brings to the table an approach of quality, attitude, and skills that the industry is in need of.

Over the last eight years Evolution Hospitality Institute has achieved four national and state awards. The Institute has taken on displaced and disadvantaged students and helped them to complete their training with its links to Evolution Employment Network. Through our assistance, the student has been able to complete studies and find reputable workplaces where they can grow and become an integral member of any hospitality team. The skills that our students acquire are based on the discussions and feedback Stuart and his management team have had with industry Establishments. The industry wants good basic skills, hygiene standards, communication and social understanding of the workplace. The advance skills are tailored once they are in the work place.

The hospitality industry's multicultural establishments offer a diverse range of employees. These employees come from various countries and religions; they differ in sex and race and are standing side by side working as a team to get the product and service complete and professional.

This is "Hospitality"

This is what Evolution Hospitality Institute is achieving now and will continue to do into the future.

## Mission Statement

The mission of Evolution Hospitality Institute is to provide a quality education in the culinary and pastry arts with an emphasis on blending the classical techniques with the global influences of our unique geographic location. This mission is achieved through a progressive curriculum, operational excellence, multi-industry alliances and the promotion of lifelong learning.

## What is an Apprenticeship/Traineeship?

### What is an apprenticeship?

An apprenticeship is a training program, lasting up to three years, designed to provide an apprentice with employment that enables them to learn a trade and gain a nationally recognised qualification.

Apprenticeships are jobs that combine work and structured training. Apprenticeships include:

- Paid employment under an appropriate industry arrangement i.e. an award or enterprise agreement
- A training contract that is signed by both the employer and apprentice and is registered with the NSW Department of Education and Training (DET)
- Qualifications delivered by a RTO that meets the requirements of a declared apprenticeship in NSW and leads to a nationally recognized qualification.

The apprenticeship is a contract of training between the apprentice, the employer and a training provider like Evolution Hospitality Institute.

### What is a traineeship?

A traineeship is a training program designed to provide a trainee with employment that enables them to learn on the job about a non-trade area and gain a nationally recognised qualification. It gives the opportunity for training courses on and off the job in a full-time or part-time paid position, and usually last for one to two years.

Traineeships like apprenticeships are jobs that combine work with structured on- and off-the-job job training. Traineeships generally include:

- Paid employment under an appropriate industry arrangement i.e. an award or enterprise agreement
- A training contract that is signed by both the employer and apprentice and is registered with the NSW Department of Education and Training (DET)
- Qualifications delivered by a RTO that meets the requirements of a declared apprenticeship in NSW and leads to a nationally recognized qualification

Traineeships traditionally cover a much wider range of occupations than apprenticeships. The training is generally shorter lasting between one and two years. Higher level qualifications and longer traineeships are now available. Traineeships have also been established in new industries easily being linked to further vocational education and university studies.

## Benefits of Apprenticeships & Traineeships

### Experience:

All employers want a person with experience. By completing a traineeship or apprenticeship you will be learning new skills and improving current ones. This will make you far more employable and will make you more confident about your skills.

### Assessment:

The employer will provide valuable feedback on your performance as an employee. As an apprentice, you are assessed by a Field Assessor from the RTO. This can be great encouragement as well as an opportunity to identify areas you may need to improve. The employer is the best person to give information in this area.

### Reference:

At the end of your apprenticeship or time with a host employer, you may ask your employer for a reference and find out whether they are prepared to act as a referee for you.

**Information in current industry trends:**

As an apprentice or trainee working in the field, you will have access to current information about the latest trends, latest tools of trade and technology, market strategies, competition, names of similar companies etc. Many companies and some workplaces have libraries, magazines, brochures etc – try to read as much as you can about the business and its associated businesses, e.g. suppliers.

**Improved confidence:**

Completing on the job training boosts confidence, and you will feel much more positive about your skills and experience by working in the industry you are studying.



## Selection & Enrolment

### Entry Requirements

- Candidates under 18 years of age must be enrolled by their parent or guardian.
- Your suitability is based upon your existing competencies and skills demonstrated in the application documents, as well as by an interview undertaken in person or over the phone.
- You need to have a proficient level of English.
- If you have or believe you may have pre-existing learning difficulties, a physical impairment or any conditions that may inhibit your ability to learn or undertake assessments in your chosen course, please let Evolution know when you enrol. It is important that we know details of any difficulties you may face so that we can assist you where possible to complete your course.

Upon notification of interest for course enrolment, you will receive from us a drafted training plan along with a course enrolment form, you are required to complete all areas for the documentation and return these to Evolution. These will include:

- Enrolment Form
- Draft Training Plan
- You will also be required to obtain a USI (Unique student Identification Number) – [www.usi.gov.au](http://www.usi.gov.au) a fact sheet has been provided in your enrolment kit.
- Evidence of any Transcripts for which you may be applying for Credit Transfer / RPL (Recognised Prior Learning).

Any subsequent changes to your personal details such as change of address, phone etc...must be reported to Evolution immediately. This is extremely important. It is your responsibility to ensure that you always update your address details at Evolution to ensure you receive important information about your course, fees and notices that may affect you.

A Training Contract is created and signed as soon as possible after you commence your apprenticeship or traineeship. It is a legally binding agreement.

The three parties to the signing of the training contract are:

- The employer
- The apprentice or trainee (you)
- The RTO (EHI)
- The Australian Apprenticeship Centre (AAC) representative (see 'Useful contacts').

Your details are checked on the national database to determine your eligibility. Apprentices/Trainees at Evolution will be enrolled and be matched with a suitable employer in their chosen field.

Once this check has been completed, Evolution Hospitality Institute, an Australian Apprenticeship representative and yourself will attend the "sign-up", where the parties complete a training plan that maps out a career path and the scheduled for off-the-job learning, a workplace visitation schedule as well as employment contract and responsibilities.

The RTO creates the training plan which sets out the training conditions and the type of training the apprentice/trainee will undertake. The training plan is an agreement between you, your Employer and Evolution Hospitality Institute and all parties must sign the plan. It is an important document to which to refer if problems arise during training. A training plan outlines the individual competencies you are to achieve during your apprenticeship or traineeship, both with your RTO and on the job at work. The training plan also details the conditions of the apprenticeship or traineeship.

## Code of Practice

Evolution Hospitality Institute has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the VET Quality Framework (VQF) and CRICOS requirements.

Evolution recognises the possibility of conflicts of interest between its staff and business operations, and requires that existing and potential conflicts of interest be declared, discussed and that action be taken where there is an actual conflict of interest, or when there may be a perception of conflict, and that these actions will be open, accountable and properly documented while respecting the confidentiality of the information disclosed.

### Legislative requirements

In all dealings with staff and students, Evolution Hospitality Institute endeavours to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Occupational health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
- Privacy;
- The delivery and administration of vocational education and training; and
- All relevant legislation and regulations associated with qualifications offered.

### Access & Equity

Evolution Hospitality Institute will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and 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. Evolution Hospitality Institute prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

### Quality focus

Evolution Hospitality Institute is committed to the provision of quality training and assessment services and is focused on the continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

### Client service

We have sound management and administrative processes to ensure delivery of an efficient client service. Student's assessment results, Qualifications, Transcripts and Statements of Attainment are issued in a timely manner with competencies recorded and certified in accordance with national guidelines. Our commitment to quality client service is also demonstrated by the following:

- a Recognition of Prior Learning Policy and Procedure;
- a fair and reasonable Refund Policy;

- a Complaints and Appeals Policy;
- an Access and Equity Policy; and
- Language, Literacy and Numeracy Assistance Information

### Training & Assessment Standards

All training staff has the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered.

We are committed to the ongoing professional development of our staff and regularly conduct trainer/ assessor monitoring to continually improve assessment methods and training delivery.

Assessment is conducted in accordance with the requirements of the AQF and the relevant National Training Package (including National Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made.

At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

### Issuance of Qualifications

Evolution Hospitality Institute will issue either a full Certificate and Transcript or Statement of Attainment to students who meet the requirements of Units of Competency within the relevant training package or nationally accredited courses. Certificates will be issued within 30 days from final completion of all administration and attained competency outcomes.

### Recognition of Qualifications

All AQF qualifications and Statements of Attainment issued by other registered training organisations will be fully recognised by Evolution Hospitality Institute.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by Evolution Hospitality Institute.

### Smart and Skilled Fee and Refund Policy

Evolution Hospitality Institute is aware of its contractual duties and responsibilities under Smart and Skilled with regard to the Fee and refund administration requirements. To ensure compliance to the requirements we have put the following procedures in place;

- All information regarding Fees to be paid by the student will be provided individually on completion of the Notification of Enrolment process. This fee will be as per the calculated amount using the Provider Calculator from Smart and Skilled website.
- Students will be notified of scheduled payments once the calculated amount has been received.
- Students will be notified if there are any additional costs relating to the training such as resources or equipment.
- Your fee schedule will ensure that any outstanding fees must be made in full prior to the completion of the training and assessment.
- All fees collected will be retained by Evolution Hospitality Institute.
- Where applicable (as per certain industry awards) the employer will cover the cost of the training for certain Apprenticeships / Traineeships.
- Students will not incur any extra fees or charges where by a sub-contracting agreement is entered into.
- Students will be entitled to (2) attempts to complete a unit of competence without additional fees being charged. Any additional or further attempts will incur a charge which will be at the discretion of Evolution Hospitality Institute.
- All fees will be adjusted to reflect any RPL / CT where and if necessary, refunds will be honoured.

- If a student does not complete a qualification at the level where the contract was entered but has completed all requirements for a lower level qualification with lower fees, Evolution Hospitality Institute will refund the difference to the student.

### Student Withdrawal

#### **Employer / Student sponsored Apprenticeship and Traineeships:**

Enrolment fee may be refunded under the following circumstances:

1. If a trainee leaves employer more than (7) days prior to the commencement of the course, full enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.
2. If a trainee leaves employer less than (7) seven days prior to commencement of the course 20% of enrolment fee will be forfeited, 80% of enrolment fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer/assessor.
3. No refunds will be granted from the date of the commencement of course.

**Withdrawal after the Probation Period with Penalty** - when students withdraw after the Probation Period (the first scheduled structured training session date booked by the trainer) the following fees will apply:

- The full commencement fee will be payable (\$1000) as per the Terms and Conditions of the Enrolment contract.

**Student Deferral/ Suspension of Studies** - if a student needs to defer their course for any reason you must firstly notify your Field Trainer who will arrange for a Suspension of Course form to be issued to you. This form will be required to be completed in full and State training Services will also need to be notified.

**Extenuating Circumstances** – if for any reason Evolution Hospitality Institute is unable to complete the training.

#### **Refund Policy for Closure of RTO**

If the RTO, or a third party delivering services on behalf of the RTO, closes or ceases to deliver a unit or units that the learner is enrolled in, the student will receive a full refund (or pro-rata adjusted refund)

**Full disclose of the Fee & Refund policy has been made available to you within your commencement pack delivered by the field Trainer and was attached via email in the initial communication pack forwarded to you to commence enrolment. (Please refer as required).**

## Your Training Plan and Contract

### Training Delivery

Training sessions will be conducted in your workplace with your field Trainer and Assessor. Where your employer is unable to provide the necessary skills or range of work duties required for the training you will be required to attend training sessions at Evolution Hospitality Institute's campus.

You will be assessed in the workplace as well as at Evolution Hospitality Institute. The schedule of these assessments is outlined in your training schedule. As part of course, requirements you must fill out your log books and have them checked off on training days.

### Your Training Contract

To become an apprentice, trainee or ASBA, you must sign a training contract as soon as possible after the commencement of your apprenticeship or traineeship. It is signed by all parties (and by your parent or guardian if you are under 18) and is a legally binding agreement.

The parties to the signing of the training contract are;

- The employer
- The apprentice or trainee (you)
- The Australian Apprenticeship Centre (AAC) representative (see 'Useful Contacts').
- The RTO – Evolution Hospitality Institute

In signing the contract, you are bound by obligations and the legislation of the state or territory in which it is to be registered (in this case, New South Wales). The training contract must be filled in with the assistance of a chosen AAC representative. At the signing of the contract, the employer (EGT) selects a registered training organisation (RTO), like Evolution Hospitality Institute, to deliver the training and undertakes to negotiate and sign a training plan with them.

### Your Training Plan

Your RTO will create a training plan which sets out the training conditions and the type of training you will undertake. Your training plan is an agreement between you, your employer and Evolution Hospitality Institute which sets out the training conditions and the type of training you will undertake. All parties must sign the plan. It is an important document to which to refer if problems arise during your training.

It is vital that you take an active role in the way your training plan is developed and implemented. You have the right to negotiate with your employer and RTO to develop a plan that recognises the skills you already have, and the best options for training delivery, supervision and workplace support.

A training plan outlines the individual competencies you are to achieve during your apprenticeship or traineeship, both with your RTO and on the job at work.

The training plan also details the conditions of the apprenticeship or traineeship. At the end of your apprenticeship or traineeship, you will be competent in a range of skills in your occupation or trade and will receive a nationally recognised qualification if found competent in all applicable units.

### Attendance Requirements

You are required to attend all of your scheduled training days and record all work shifts in your log book. Non-attendance or continued cancellations of your scheduled training with your Field Trainer is seen as a breach of your Training Contract and could result in your employer seeking to cancel it. If you are absent for 5 consecutive days without approval, you will be contacted by Evolution Hospitality Institute and asked to attend a meeting. If you do not respond to formal

requests for a meeting within 5 days the situation may be reported to your employer and the Apprenticeship Administration Branch.

You must contact your workplace and EGT if you are unable to attend a work shift. The only reason you should miss a work shift is if you are sick – not just “off colour” or tired. Ensure that you get a Doctors’ certificate to show the employer that your illness was genuine, even if they do not expect one.

Be aware that future employers may look at your work experience record. If you take a lot of days off, how will you convince the interviewer that you won’t take lots of time off work?

## Assessment Requirements

You will be required under your training contract to progress through the training and assessment activities assigned by your trainer. Your trainer will provide you with a timeframe for completion of these activities. Failure to attend assessment sessions and/or complete assessment tasks by the due date will result in a unit of competency being assessed as “Not Yet Competent” (NYC).

## Reasonable Adjustment

Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with a disability. A reasonable adjustment can be as simple as changing classrooms to be closer to amenities or installing a particular type of software on a computer for a person with vision impairment.

The purpose of reasonable adjustment is to make it possible for learners to participate fully. It’s not to give learners with a disability an advantage over others, to change course standards or outcomes, or to guarantee success. A reasonable adjustment in teaching, learning and assessment activity needs to be justifiable and uphold the integrity of the qualification.

The workplace focus of competency assessment means that an assessor must be aware of what adjustments or modifications might be reasonable to expect within a workplace, and what adjustments developed for assessment might be reasonably transferred to the workplace. These considerations mean that the assessor needs to establish and maintain a close working relationship with industry and work with industry in developing assessment strategies.

Assessors must make reasonable adjustments to their evidence-gathering processes, while retaining rigour and consistency in judging competence defined by a standard. There are two components of competence; the knowledge (know-how) and skills (can-do) components. These will be assessed differently, and so assessors will need different kinds of adjustments for each.

Given that competency assessment must reflect workplace conditions, the modifications appropriate to workplaces will also be the modifications needed in competency assessment. The modifications listed in the Workplace Adjustment Tool include:

- computers and adaptive technology (including computer accessories, hardware, mouse and mouse alternatives, and software)
- environmental controls (including air, chemical, floor coverings, lighting, sound/noise, and temperature)
- lifting, carrying and moving aids (including cranes, heavy moving and carrying equipment, ladders and reachers, lifters and carriers, lifts and elevators, and stair modifications and supports)
- mobility aids (including scooters and carts, service animals, transfer aids, walkers and canes, and wheelchairs)
- occupational specific tools and equipment (including cleaning equipment, gardening and landscaping tools, health and science equipment, hospitality and catering equipment, industrial, mechanical and construction equipment, and retail equipment)
- office and call centre equipment (including audio visual equipment and communication aids, desks, chairs and workstations, organisers and timing devices, reading aids, telecommunications, and writing aids)

- personal and medical items (work related, including assistive listening devices including hearing aids, cushions and pressure care supports, independent living products, medical items, and splints, supports braces and slings)
- safety, navigation and building modifications (including building modifications, emergency and other alerts, entry, exit and navigation aids, evacuation, and protective equipment and clothing)
- vehicle-related equipment (including drivers, pedal and clutch, public transport, seating, and steering).

### Reassessment of Units of Competency

All units of competency that result in an assessment outcome of “Not Yet Competent” will require you to undergo a reassessment. Reassessments are undertaken at Evolution Hospitality Institutes Sydney campus and not in the workplace.

Each unit for reassessment will cost \$320 extra tuition fee that is not covered by the government funding provided by your training contract.

It is therefore important that you complete assigned assessment task by the due date to avoid reassessment fees and charges.

### Your Logbook

You will receive a logbook at your orientation session. Complete the first page with as much information as possible. Your logbook is a valuable document as it provides a record of the number of hours completed in structured on-the-job training as part of your apprenticeship; and the activities undertaken during the work.

It is your responsibility to show your log book to your employer or supervisor every day to verify that you have listed all of the activities undertaken during your structured training visits. These activities should be entered as training occurs.

Your Logbook is your responsibility and lost or stolen logbooks may mean you need to repeat hours. It is recommended that you keep two copies of your logbook, one in a safe place and updated against the other.

### Recognition of Prior Learning & Credit Transfer

This Process must occur within 5 days from commencement of the course. For more detailed information, please refer to the RPL, CT & RCC brochure, which is available in the student handbook and on the website.

**A Credit Transfer** is when you have a credit transcript from a registered training provider stating you have completed units of competency that are the same as units taught in your course at Evolution. These units are credited to you so you do not need to repeat units you have previously passed.

**Recognition of Prior Learning** refers to an assessment of your current skills and experience as they apply to the units of competency in your new course. Evidence of competency can be collected from sources such as current job performance, resumes with supporting documents, logbooks, job descriptions, projects or assignments or workplace interviews. International students are advised that where this recognition is issued prior to the issue of a visa, then the period of your visa will be reduced to compensate. Where recognition is granted after the visa has been issued, then Evolution Hospitality Institute will review your enrolment to ensure you maintain full study load with supplementary materials and supervised study.

National Recognition: Evolution Hospitality Institute recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation and obtained within the last three years. Students must map those qualifications to the course currently being undertaken.

If you would like to apply for Recognition of Prior Learning, Credit Transfer or recognition of Current Competencies, please complete the appropriate form. Commonly used forms are available on our website; otherwise please contact Reception or your Enrolment Officer. Applications for CT must be made at enrolment and applications for RPL within two weeks of course commencement.

## Apprentice/Trainee Orientation

### Evolution Hospitality Institute Orientation

When you enrol with Evolution Hospitality Institute, you will go through an initial orientation. The purpose of orientation is to fully inform you of aspects of being an apprentice or trainee, and covers your agreement, training plan and contract, as well as employment arrangements and what is expected of you, as an Apprentice or Trainee, Evolution Hospitality Institute, and Host Employer. In addition, you will meet your Field Officer, along with other staff and you will have an opportunity to ask any questions you have.

Read this handbook carefully and note any questions you have. It contains much of the information presented to you at orientation.

### Your Trainer and Assessor

When you begin with Evolution as an Apprentice or Trainee, you will have a Field Trainer and Assessor allocated to you. Your Trainer and Assessor will conduct your orientation session and monitor your training both with the RTO and in the workplace.

The Field Trainer and Assessors are also there to discuss and support you with any concerns including but not limited to:

- Learning pathways and possible RPL opportunities
- Appeals /conflict resolution
- Access and equity issues
- Client welfare and support
- Any other issue

Some of these concerns need to be discussed with the RTO or the Australian Apprenticeships Centre, and the Field Trainer and Assessor is there to help you find the best person to talk to.



## Student Code of Conduct

As a student of Evolution, you will be expected to comply with this code of conduct at all times. The Disciplinary procedure is clearly outlined, and misbehaviour will not be tolerated.

### Expected behaviour

- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Follow normal safety practices and act in a safe manner that does not place you or others at risk
- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
- Follow reasonable directions from a member of staff;

### Dress Code

A high standard of dress is expected of all students. This allows students to familiarise themselves with the correct type of attire suitable for a professional environment and uphold the student and Evolution Institute image for prospective employers. During Practical classes (in the kitchen) students must wear their full chef uniform with closed toe black shoes. AT ALL OTHER TIMES students are required to wear a white collared shirt, black trousers or skirt and black enclosed shoes. Any breaches of dress code may result in the student sent out of class.

### Personal Hygiene

The hospitality industry expects an above average display of personal hygiene. It is also part of compliance issues that surround food laws in Australia. Therefore, it is expected of you as a student studying with Evolution Hospitality Institute that you observe the following on a DAILY basis:

- All students are required to shower or bath on a daily basis.
- Uniforms must be clean and pressed (ironed) with NO EXCEPTIONS.
- Hair is to be clean and no longer than shoulder length when in the kitchen. Hair that is longer must be tied up and bundled underneath your chef cap/hat with a hairnet to secure it.
- Fingernails are to be reasonable length, clean and free from nail polish, stencils or clear varnish.
- Oral hygiene must be observed each day so brush your teeth daily.
- All footwear must also be clean and in good repair.

**Failure to observe the above policy may result in students being asked to leave the premises so as to adjust their appearance/personal hygiene in order to comply with the Institutes requests.**

### Drugs and Alcohol

Evolution Hospitality Institute is a drug and alcohol-free environment. To ensure the integrity of Evolution Hospitality Institute, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any client on Evolution Hospitality Institute premises is strictly forbidden at all times. Any client who is affected by the use of drugs and/or alcohol whilst attending training is in breach of Evolution Hospitality Institute policy and guidelines and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances. Smoking is not permitted on **ANY** Evolution campuses including outdoor areas.

### Plagiarism

Plagiarism is defined by attempting to pass off an idea or creation of another person's work as your own. Material can come from written, electronic or graphic sources (including the internet) and be presented in written form, orally,

graphically or visually. You must reference other people's work and explain how it relates to and supports your own work. You must never submit another student's work as your own.

You will be required to sign plagiarism declarations with each assessment or piece of evidence throughout your course. Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Evolution Hospitality regards the following as cheating:

- Copying or using another student's work during a test, including food during a practical test
- Copying any section of another student's assignment work
- Allowing another student access to one's assignment work for the purpose of copying content
- Using (without adequate attribution) content from any printed material or website

Students found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competence. The student will then need to sit a reassessment at their own cost. Repeat offenders will need to re-enrol and repeat the entire unit in question on payment of applicable fees. Remember that plagiarism is punishable by failure of the unit and it may lead to expulsion from the Institute in cases of repeat plagiarism offences.

### Unacceptable behaviour

The following are examples of unacceptable behaviour which may trigger disciplinary action against you. These include but are not limited to:

- behaving in any way that may offend, embarrass or threaten others;
- harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
- Lack of personal hygiene
- Acting in an unsafe manner that places you or others at risk
- Continued absence at required times
- Continuous interruptions to the trainer whilst delivering the course content
- Refusing to participate when required in group activities
- Inappropriate use of college equipment
- Sexual harassment, including viewing of sexually explicit material)
- Being disrespectful to other participants, staff or the public
- Smoking in non-smoking areas or in uniform
- damaging, stealing, modifying or misusing property or facilities;
- being under the influence of alcohol or illegal drugs
- carrying weapons capable of harming others, including knives of all sorts, blades and any other sharp objects (special consideration e.g. religious requirements must be applied for prior to course commencement)
- Non-payment of fees
- or other objectionable behaviour

### Disciplinary Procedure

If you do not comply with any of Evolutions Codes of Conduct or Policies, or do not fulfil your responsibilities, you will go through a disciplinary procedure.

1. Disciplinary action against you will first be acted upon at the level of the member of Institute staff. Prior to the decision to impose any penalty, a staff member shall discuss the matter with you and any other students involved and afford you the opportunity to explain your conduct. Any incident will be put in writing and noted on your student file.
  
2. As part of our disciplinary procedure, you may:
  - be removed from class
  - be temporarily suspended from class
  - receive an intention to report letter (suspension and/or cancellation)
  - receive a behaviour warning letter
  - In serious cases you may be suspended or terminated
  - You may be removed from your work experience host workplace and be eligible to pay the 'replacement' cost (see 'Reassessment procedure' in this handbook).

## Quality Control

### Complaints and Appeals

If you have a complaint about training or some other aspect of vocational education, then talk to your Trainer and they will try to solve it at that time. If the complaint is not resolved, you can complete a 'Complaint Form' available through reception or on our website, or talk to the Student Support Officer, who will advocate on your behalf. You can also phone or email with your complaint or concerns.

We aim to resolve complaints quickly and effectively, if your complaint is substantiated, Evolution Hospitality Institute will take prompt and appropriate action to resolve the circumstances. If you are complaining against another student or staff member, your complaint can be handled as confidential and your privacy ensured.

Complaints are investigated fairly and objectively, and you will receive details of the outcomes of your complaint. If you are not satisfied with the outcome, you can let us know, and the matter will be referred to the RTO Manager for review by an independent mediator. Again, you will be told details of other investigation and details of any decisions made. If you choose to access our Complaints & Appeals process, your enrolment will be maintained while the Complaints & Appeal process is ongoing.

### Appeal against an Assessment Outcome

Evolution Hospitality Institute maintains a supportive and fair environment, which allows you to appeal their assessments or recognition decisions within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is longer. You should initially discuss the assessment outcomes with your Trainer/Assessor. If this does not resolve the matter, or if the trainer is an active respondent to the appeal, then you can see the Student Support Officer and complete an 'Assessment Appeal form'.

We will gather information including your records; attendance; assessment tools and assessment data; and any other supporting documents and refer you to the Academic Manager. You will need to make an appointment to see The Academic Manager, and you can bring a support person if you like. The Academic Manager will then consider the issues raised and attempt to resolve the appeal to your satisfaction. You will be notified of outcomes of your appeal.

If you would rather not see the Academic Manager, or if the issue has not been resolved to your satisfaction, you can see alternative mutually agreed independent mediator which will meet with you with minimal cost. You can also visit the ACPET website ([www.acpet.edu.au](http://www.acpet.edu.au)) and lodge a student appeal.

### Feedback & Evaluation

Evolution Hospitality Institute actively seeks your feedback and regularly undertakes evaluations of all courses and activities to continually improve. We monitor compliance with our policies and procedures through the use of evaluations at the completion of traineeships.

Any complaints or deficiencies are documented in our Improvement Request System Form to ensure appropriate follow up action is taken.

## Apprentice & Trainee Support

### State Training Authority

The NSW Department of Education and Training operates State Training Centers (STC's) to support employers and Apprentices and Trainees like you. Your local STC can answer questions you may have about your apprenticeship and help if difficulty arises.

The STS staff:

- Provide information, assistance and advice about apprenticeships and traineeships over the phone or in person at the centre or your workplace
- Establish and administer official records relating to apprenticeships and traineeships
- Monitor and provide advice and assistance regarding both on-the-job training provided by the employer and the formal training undertaken through the RTO
- Assist you and Evolution Hospitality Institute to resolve any problems or disputes which may arise during the course of the apprenticeship or traineeship.

Contact your local STC by phone 13 28 11 or visit the website [www.apprenticeship.det.nsw.edu.au](http://www.apprenticeship.det.nsw.edu.au). For more contact details, see the 'Useful Contacts' at the back of this handbook.

### Government & Financial Assistance

Apprentices and Trainees are now able to apply for assistance under Youth Allowance, Austudy payment or ABSTUDY, subject to the application of parental and personal income tests. Under this initiative, you may be eligible to receive extra support from the government while your wages are at their lowest.

Eligible apprentices and trainees may apply to Centrelink for a Low-Income Health Care Card. This approach is consistent with arrangements for full-time students in receipt of a student allowance. Visit [www.centrelink.gov.au](http://www.centrelink.gov.au)

#### **APPRENTICES AND TRAINEES MAY ALSO BE ELIGIBLE FOR SOME OR ALL OF THE FOLLOWING:**

##### ***Living Away From Home Allowance (LAFHA)***

If you need to move away from home to start your apprenticeship or traineeship you may be eligible for support. Speak to your AAC (Australian Apprenticeships Centre) representative or visit

[www.australianapprenticeships.gov.au/jobseeker/assistance.asp](http://www.australianapprenticeships.gov.au/jobseeker/assistance.asp)

##### ***Learning Scholarship***

The scholarship consists of two \$500 tax exempt payments and will be available to all Certificate III and IV new apprentices undertaking a skill shortage trade while working in a small to medium business. Visit [www.australianapprenticeships.gov.au/jobseeker/assistance.asp](http://www.australianapprenticeships.gov.au/jobseeker/assistance.asp)

##### ***Tools for Your Trade Initiative***

For further information, visit [www.toolsforyourtrade.com.au/](http://www.toolsforyourtrade.com.au/)

## Useful Contacts for Apprentices and Trainees

### State Training Authority

Now falls within the NSW Department of Industry though still operating as State Training Service (STS) to support employers and Apprentices and Trainees like you. Your local STS can answer questions you may have about your apprenticeship and help if difficulty arises. The STS staff:

- Provide information, assistance and advice about apprenticeships and traineeships over the phone or in person at the centre or your workplace
- Establish and administer official records relating to apprenticeships and traineeships
- Monitor and provide advice and assistance regarding both on-the-job training provided by the employer and the formal training undertaken through the RTO
- Assist you and Evolution Hospitality Institute to resolve any problems or disputes which may arise during the course of the apprenticeship or traineeship.

Contact your local STS by phone 13 28 11 or visit the website [www.apprenticeship.det.nsw.edu.au](http://www.apprenticeship.det.nsw.edu.au)

### Apprenticeship and Traineeship Administration Authority

Vocational Training Tribunal NSW Level 12, 1 Oxford Street  
Darlinghurst NSW 2010  
Phone: (02) 9266 8450  
Website: <http://apprenticeship.det.nsw.edu.au>

### Australian Council of Trade Unions

The Australian Council of Trade Unions is the peak council and national centre representing the Australian workforce. It is made up of 46 affiliated unions representing around 1.8 million workers. 1300 362 223 or [www.actu.asn.au](http://www.actu.asn.au)

### Awards and Conditions

NSW (State) industrial awards Phone: 13 16 28  
Federal industrial awards  
Phone: 1300 363 264  
[www.wagenet.gov.au](http://www.wagenet.gov.au) [www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au)  
Centrelink 1800 050 004 or [www.centrelink.gov.au](http://www.centrelink.gov.au)

### Australian Apprenticeship Centres

Australian Apprenticeship Centre services are free. 13 38 73 or [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) This service is responsible for:

- providing information on New Apprenticeships options to job seekers, employers and other interested people
- marketing and promoting New Apprenticeships in the local area
- administering Commonwealth incentive payments to employers
- working with the New South Wales Office of Training and Tertiary Education to provide an integrated service
- establishing effective relationships with Job Network providers, training providers, schools and other organisations.

### WageNet

WageNet provides information about wages and conditions of employment for work that is covered by federal awards and agreements. Ph: 1300 363 264 or [www.wagenet.gov.au](http://www.wagenet.gov.au)

### WorkCover

Assists with workplace violence and harassment and related compensation claims. [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)