



STUDENT HANDBOOK



Student Name:

Signature:

Date:

Date received:



Table of Contents

Welcome.....	4
Fees Information.....	5
Fees in advance.....	5
Course fees.....	5
Administration fees.....	6
Course Withdrawal, Cooling Off Periods, Cancellation & Refunds.....	7
Checklist of What You Need to Bring.....	8
English Language, Reading and Writing Requirements.....	8
Language, Literacy and Numeracy (LLN).....	8
Recognition of Prior Learning (RPL).....	9
Credit Transfer.....	10
Dress Code.....	10
Academic Misconduct.....	10
Plagiarism and Cheating.....	10
Statement of Authorship.....	11
Notification and Appeal.....	11
Behaviour on RTO Premises.....	11
Theft.....	12
Smoking.....	12
Misconduct.....	12
Notification and Appeal.....	14
Your Responsibilities.....	14
The Di Pacci Coffee Company Responsibilities.....	14
The Di Pacci Coffee Company Trainer’s Responsibilities:.....	14
Training Staff.....	15
Access and Equity.....	15
Harassment and Discrimination.....	16
Your Rights and Responsibilities.....	17
Your responsibilities.....	17
Workplace Health and Safety Policy.....	18
Accidents.....	19
First aid.....	19
Student Training Records.....	19
Student Training Records Procedure.....	20
Access to Your Student Training Record.....	20
Student Support, Welfare and Guidance.....	20
Privacy.....	21
Competency Based Training and Assessment.....	23



DIPACCI

Assessment Methods & Collection of Evidence.....	23
Assessment Criteria.....	24
Due Date Information.....	24
Practical Assessment and Re-sit Procedure.....	24
Academic Appeals Process.....	25
Satisfactory Performance for Course Completion.....	26
Attendance records.....	27
Issuing of Qualifications.....	27
Complaints/Appeals.....	27
Definitions.....	28
APPENDIX A – Emergency Contact List.....	30
APPENDIX B – orientation checklist and declaration.....	31
Acknowledgement Declaration.....	31



DIPACCI

Welcome

On behalf of the staff at The Di Pacci Coffee Company, RTO 45805, we would like to welcome you.

To help you get the most from your course, this Student Handbook is provided to answer many of the questions you have about studying with us.

Please take the time to read this handbook and sign the acknowledgement form at the back of the book acknowledging that you have done so. The signed declaration document will be photocopied and retained in your student file.

If, after reading this booklet you have any questions, please ask your trainer or another staff member to clarify any questions.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

Enjoy your time with us at The Di Pacci Coffee Company, we hope this marks the beginning of a wonderful career that rewards you with warm friends and great times.

The Management Team

The Di Pacci Coffee Company



Fees Information

The terms and conditions are provided in the enrolment form and must be signed by the student. We set out the following fees and policy in the agreement between The Di Pacci Coffee Company and the student.

The RTO provides the following fee information to each client:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges – this information is provided to the student in the Student Enrolment Form, Student Handbook and Course Brochure
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee – this information is provided on the Student Enrolment Form Terms and Conditions
- the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course – this is provided in the Student Enrolment Form Terms and Conditions
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur or Statement of Attainment and the options available to students who are deemed not yet competent on completion of training and assessment is provided in the Student Handbook
- The RTO's refund policy is provided in the Student Enrolment Form Terms and Conditions, the Student Handbook, and on our website.

Fees in advance

- Pricing for individuals in a course will be at the published rate on the website or on marketing brochures
- A non-refundable enrolment fee must be paid in advance to confirm a place in a course
- Special offers and discounts may be marketed from time to time.

Course fees

The Di Pacci Coffee Company Food Safety Supervisor course consists of two units of competency SITXFSA005 Use hygienic practices for food safety and SITXFSA006 Participate in safe food handling practices. For NSW students, training must include mandatory key focus areas as determined by the NSW Food Authority. The key focus areas are:

- Allergen Management
- Cleaning and Sanitising Practices
- Safe Egg Handling
- Food Act Offences

The total course fee is \$135.



The Di Pacci Coffee Company barista course consists of two units of competency SITHFAB025 Prepare and serve espresso coffee and the prerequisite unit SITXFSA005 Use hygienic practices for food safety.

The total course fee is \$249.

Students who can provide evidence of having completed SITXFSA005 Use hygienic practices for food safety are requested to contact The Di Pacci Coffee Company to discuss course options and fees.

Assessment only or Re-Assessment Fee

Our courses are competency based. There are reasonable opportunities to re-sit assessments during the course for no extra fee. If you do not pass the assessment in the course and deemed not yet satisfactory, you may request a re-assessment after extra time for practice.

Re-assessment may incur an additional fee for each unit of competency. The fees are explained in this Handbook

Administration fees

We will provide good service and assist students promptly when handling administrative matters. In some cases, a request will incur an administrative charge below:

Administration Fees	\$ (GST inclusive)
RPL fee by unit of competency	\$99 per unit of competency
Re-assessment fees available to students who are deemed not yet competent on completion of training and assessment after re-submit and re-sit options.	\$99
Credit transfer processing fee	\$50 per unit of competency
Re-enrolment fee for students whose time for submission of work has passed and they wish to extend the length of the course	\$50 per unit of competency
Fee for issuing a replacement qualification testamur or Statement of Attainment	\$50



Fee for processing course variations	\$nil
Fee for replacement learning and assessment materials	\$10 per learner guide hard copy

Course Withdrawal, Cooling Off Periods, Cancellation & Refunds

The Di Pacci Coffee Company does not allow for a cooling off period. To ensure that you have chosen the right course and that the course meets your needs, please ensure that you complete the 'Is this course right for you?' check sheet. If you have any doubts about enrolling, please contact our office to discuss your concerns prior to enrolling. Refunds after enrolling are subject to our refunds policy below.

The following refund policy applies to all courses and students:

Withdrawal Reason	Amount Refunded
Withdrawal for documented medical reasons	50% refund unless practical component can be rescheduled
Course withdrawn by The Di Pacci Coffee Company	Full refund
The Di Pacci Coffee Company is unable to provide the course for which the original offer was made	Full refund

The Di Pacci Coffee Company regrets that it cannot accept responsibility for changes to your work commitments or personal circumstances. The following are NOT considered special circumstances:

- Change in work hours or shifts on the day
- Inconvenience of travel or travel issues on the day
- Family illness or family commitments on the day

If in our opinion, the student would be unreasonably disadvantaged if not granted a refund - for example, a student meets with a serious misadventure, serious illness or illness in the immediate family and you are unable to start or continue the course, then a refund may be considered.

The final decision on refunds is at the discretion of the management.



Complaints regarding fees and refunds

Students are entitled to access the complaints process should they be dissatisfied about the RTO's decisions relating to fees, refunds or other matters.

Checklist of What You Need to Bring

- Details of your home and work addresses
- Email address, phone & fax number
- Form of identification e.g. birth certificate; driver's license; passport
- Enclosed footwear

English Language, Reading and Writing Requirements

When assessing applications for entry into a course at The Di Pacci Coffee Company, a number of factors are considered. Applications must satisfy English language requirements. This means you must be able to speak and understand English at a level necessary to work in a retail or service environment such as a cafe. If you can read this handbook and understand your course study timetables, it is likely that you possess the minimum level of English reading and comprehension that is required.

We are open and encouraging to all applicants. If you would like to discuss your levels of English language, reading and writing, please see one of our friendly staff members

Language, Literacy and Numeracy (LLN)

The Di Pacci Coffee Company aims at all times to provide a positive and rewarding learning experience for all of its students. To help determine whether you require any LLN support, a Language, Literacy and Numeracy assessment prior to the commencement of the course may be useful. LLN assessments help The Di Pacci Coffee Company to identify what kind of support is most effective. In the event the LLN assessment raises an issue, the Administration Staff will contact you to discuss your requirements.

The Di Pacci Coffee Company will make every effort to ensure that you are adequately supported to enable you to complete your training. Some examples of the type of support that we can offer include:

Literacy

- Providing only essential writing tasks,
- Provide handouts in an audio format
- Provide examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,



- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage you to ask questions,
- Ask all questions to ensure you understand.

Numeracy

- Ask you to identify in words, what the exact problem is and how you might solve it,
- Show you how to do the calculations through step by step instructions and through examples of completed calculations,
- Encourage the use of a calculator (if applicable) and demonstrate how to use it.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment only pathway that recognises skills and knowledge gained through work and life experiences and acknowledges the different ways that competency may have been attained. This includes any combination of formal or informal training. It is often referred to as RPL and includes Recognition of Current Competency (RCC) and Skills Recognition. In order to grant recognition of prior learning/current competency the assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in the accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must be satisfied that the evidence is authentic, valid, current and sufficient.

The Di Pacci Coffee Company has an established RPL process.

The procedure for applying for Recognition is:

- Trainer/Assessor or Coordinator provides Recognition Assessment information to students at induction with the aid of this Handbook.
- You as the Student advise the Trainer/Assessor or Coordinator of your intent to apply for Recognition Assessment.
- Trainer/Assessor or Coordinator verbally explains the Recognition Assessment process in more detail and provides you with a Recognition of Prior Learning Information Guide and Application Form to complete.
- You complete the Recognition Application Form and submit it to your Trainer/Assessor or Coordinator within five (5) business days.
- Trainer/Assessor or Coordinator will then assess the Recognition Application Form.
- If Recognition is granted

- Trainer/Assessor or Coordinator sends completed Recognition Application Form to Administrative officer for processing
- Administrative officer initials and dates the Recognition Application Form then enters assessment outcome into record and files evidence in your file
- If Recognition is not granted Trainer/Assessor or Coordinator will notify you of the outcome in writing within five (5) days of decision, including the reasons for the decision. This letter will outline the process for assessment appeal which defines that you as the student must notify the Coordinator of your intent to appeal within five (5) days of notification of outcome. The Coordinator will begin the appeal process as per the Complaints and Appeals Policy outlined in this handbook within two (2) days of notification from you.
- An RPL Fee will apply for students pursuing this assessment only pathway.

Credit Transfer

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by The Di Pacci Coffee Company.

Copies of the original qualification and/or statements of attainment must be provided to The Di Pacci Coffee Company for verification; originals will be photocopied and placed in your student file. Your VET Transcript, which can be downloaded/shared from <https://www.usi.gov.au/transcripts> is acceptable as evidence of your qualifications and/or statements of attainment.

Credit Transfer is available to all students enrolling in The Di Pacci Coffee Company for courses on our scope of registration. We will explain this further at the orientation and you can ask about Credit Transfer at the office.

Applications for Credit Transfer must be lodged and approved prior to the commencement of a course.

Dress Code

Dress requirements are set to comply with WHS and food hygiene requirements. For safety reasons enclosed footwear must be worn. Items of clothing should be clean and it is good practice to wear a protective item such as an apron. If you have wounds on your hands, inform your trainer so they can organize a disposable glove for you to wear over the top of the wound strip.

Academic Misconduct

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or assessments will not be tolerated. The trainer will advise you of the many different ways to avoid plagiarism. If you are proven to be involved in academic misconduct during The Di Pacci Coffee Company assessment activities you may not be permitted to continue the course and you will forfeit all fees paid.



Dishonest assessments include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as your own
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before canceling the assessment and you will be marked NYC.

Statement of Authorship

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be your own work. You should always take great care to distinguish your own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. If you, for whatever reason, submit work that is not your own or fail to acknowledge sources, you will be required to re-enroll in the relevant subject/s.

If you are involved in any of the above you will be set a new examination/assessment and will be counseled by the RTO Training and Compliance Manager. A fee will be charged and you must pay that prior to the re-sit. Further occurrence of academic misconduct will be recorded on your student file and suspension/ dismissal will be at the discretion of the CEO.

Notification and Appeal

You will be notified in writing of penalties as a consequence of academic misconduct.

Behaviour on RTO Premises

You are expected to reflect the ideals and abide by the code of conduct for students in your dealings with fellow students and members of staff. Please follow instructions given to you carefully by your trainer or assessor and ensure that look after your well- being and help to maintain the safety and well-being of others at all times

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.
- To take the initiative to assist in making things better.
- To always lead by example.
- To always respect the property of The Di Pacci Coffee Company, staff and fellow students.
- To refrain from using inappropriate language with the understanding that to do so will not be tolerated.



- To always turn off Mobile phones during classes. If you are expecting an important phone call, inform your trainer that you may need to attend to an urgent call such as a sick child. Phones are not permitted to be used during assessments.
- To refrain from consuming food or drinks in non-designated areas at The Di Pacci Coffee Company.

If you attend any training session under the influence of alcohol or illegal substances you will be immediately sent home, your enrolment in the college will be reconsidered and appropriate authorities will be notified.

Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Theft

The Di Pacci Coffee Company assumes no responsibility for the care of your personal valuables. You are advised not to leave your valuables unsupervised. The Di Pacci Coffee Company cannot be held responsible for anything which may be stolen from its premises.

Smoking

The Di Pacci Coffee Company premises (including classrooms, toilets, and general office areas) are smoke free zones. If you wish to smoke, you should do so outside the buildings in designated smoking areas.

Misconduct

The Di Pacci Coffee Company will make all attempts to provide its training and assessment services in a spirit of cooperation and mutual respect. There are times however when warnings or sanctions must be issued to ensure the safety and well-being of all students and staff.

Examples of misconduct include if you:

- bring onto, or consume on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- bring onto or consume on the premises any alcohol without the permission of The Di Pacci Coffee Company,
- exhibit any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damage or remove any property or resource belonging to The Di Pacci Coffee Company or any training venue hired by The Di Pacci Coffee Company,
- assault (physically or verbally) any person or persons on the premises or any training venue hired by The Di Pacci Coffee Company,
- fail to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,



DIPACCI

- exhibit any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enter any part of The Di Pacci Coffee Company premises or any other place to which you as a student have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises,
- misbehave in a class, meeting or other activity under the control or supervision of The Di Pacci Coffee Company,
- obstruct any member of The Di Pacci Coffee Company in the performance of their duties,
- act dishonestly in relation to admission to The Di Pacci Coffee Company,
- knowingly make false or misleading representation about things that concern you as a student of The Di Pacci Coffee Company or breach any of The Di Pacci Coffee Company's rules,
- alter any documents or records,
- steal, destroy or damage a facility or property of The Di Pacci Coffee Company or the damage to any other property that The Di Pacci Coffee Company may be responsible for,

If disciplinary action is taken, the RTO Training and Compliance Manager will notify you of the reason for the action.

- A verbal warning will be given to you and documented on your student file
- Where the behaviour continues after the verbal warning, the RTO Training and Compliance Manager will counsel you and a written warning will be provided to you. A copy of this warning will be noted and kept on your student file,
- In the event that the behaviour continues beyond the written warning, you will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on your student file.

If you wish to express a complaint in relation to the disciplinary action taken, you have the opportunity to follow the RTO's complaints procedure (refer to Complaints procedure within this Student Handbook).

The Di Pacci Coffee Company expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the RTO Training and Compliance Manager and the appropriate action will be taken.

If you admit to alleged misconduct the RTO Training and Compliance Manager of The Di Pacci Coffee Company may impose one or both of the following:

- you will be charged for any equipment that is damaged, lost or stolen,
- temporary exclusion from The Di Pacci Coffee Company.

The Di Pacci Coffee Company may impose the penalty of permanent exclusion from The Di Pacci Coffee Company in the case of physical or verbal abuse of students or staff or any other person associated with studying at The Di Pacci Coffee Company. Permanent exclusion can also be imposed



if you behave in a manner that demonstrates repeated or severe misconduct or in the case of any criminal acts.

The Di Pacci Coffee Company reports all criminal acts committed by its students to the relevant authorities.

Notification and Appeal

You will be notified in writing of penalties as a result of general misconduct.

Appeals must be lodged in writing to the RTO Training and Compliance Manager of The Di Pacci Coffee Company within twenty (20) working days of the date of the student being notified of the consequence. The process will commence within ten (10) working days from the date of receipt of the student's appeal.

Your Responsibilities

1. You must be responsible for your own equipment and advise The Di Pacci Coffee Company trainer immediately if the equipment becomes lost or stolen.
2. You must not bring any materials into the production area other than those specified by The Di Pacci Coffee Company trainer.
3. You will not be permitted to use computer software or other devices during class or assessments other than those items requested by The Di Pacci Coffee Company trainer.

You may be excluded from a final assessment in any unit for any of the following reasons:

- Failure to meet the unit requirements, for example failure to attend classes or assessments
- Academic misconduct
- General misconduct (see below).

The Di Pacci Coffee Company Responsibilities

1. You must be treated fairly, with dignity and with due regard to your privacy
2. You are to be regarded as innocent of the alleged misconduct until you have either admitted to it or been found by proper inquiry to have so behaved
3. Past misconduct is not evidence that you have behaved in the same manner again
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct
5. All letters and requests will be kept on your student file.

The Di Pacci Coffee Company Trainer's Responsibilities:

All trainers and assessors employed by The Di Pacci Coffee Company must ensure that:

- The qualifications they hold are current and relevant to the units which they teach,
- Any information passed on to students is accurate
- Any advice given is done so consistent with The Di Pacci Coffee Company's code of practice
- All student attendance is recorded accurately as per the roll book
- All absences are recorded for each session
- Classes are held as scheduled by The Di Pacci Coffee Company and any changes are to be reported immediately
- The Di Pacci Coffee Company management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation

The Di Pacci Coffee Company's hours of operation are:

Monday - Friday: 8:00am to 5:00pm

Saturday - closed unless otherwise scheduled

Training Staff

The Di Pacci Coffee Company abides by the *Standards for Registered Training Organisations (RTOs) 2015* regarding trainer and assessor qualifications in relation to all training and assessment activities. We ensure that all of our trainers and assessors have as a minimum, the following combination of:

- TAE40116 Certificate IV in Training and Assessment (or equivalent), and
- Recent industry experience in their vocational area
- Familiarity with the principles and practices of Competency-Based Training, including the VET Quality Framework and Recognition of Prior Learning our Policies and Procedures, and Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.
- Current Working with Children Check.

Access and Equity

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

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within The Di Pacci Coffee Company's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the RTO Training and Compliance Manager. Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English
- Numeracy support



- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students

Harassment and Discrimination

At all times The Di Pacci Coffee Company will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform The Di Pacci Coffee Company management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

You have the responsibility to:

- allow others to learn,
- keep The Di Pacci Coffee Company's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep The Di Pacci Coffee Company's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

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/assessors.

You should not make any frivolous or malicious complaints. You are expected to participate in the complaint resolution process in good faith.

Your Rights and Responsibilities

The Di Pacci Coffee Company recognises that you as a student have the right to:

- Expect The Di Pacci Coffee Company to provide training of a high quality that recognises and appreciates your individual learning styles and needs.
 - The Di Pacci Coffee Company is obliged to provide training and assessment that complies with the *Standards for Registered Training Organisations (RTOs) 2015*.
- Have access to all of The Di Pacci Coffee Company's services regardless of your educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- Have your prior learning, acquired competencies, and experience appropriately recognised in determining your requirements for training and assessment,
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of your choice prior to its commencement,
- Appeal for a review of the results of an assessment,
- Expect to achieve the published learning outcomes from their training program, if you, in turn, devote the necessary time and diligence to it,
- Learn from fully qualified, competent and diligent trainers and assessors who observe their responsibility to address your learning needs, assist you to achieve the course outcomes, and assess your work fairly,
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- Be treated with dignity and fairness,
- Expect that The Di Pacci Coffee Company will be ethical and open in their dealings, their communications and their advertising,
- Expect that The Di Pacci Coffee Company will observe their duty of care to you,
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- Privacy and confidentiality, and secure storage of your student records in accordance with the organisation's policies, to the extent permitted by law

Your responsibilities

You are responsible for:

- Understanding and accepting the enrolment conditions for the courses you undertake.
- Providing accurate information about yourself at time of enrolment, and to advise The Di Pacci Coffee Company of any changes to your address or phone numbers within seven (7) days.
- Payment of all fees and charges associated with your course and providing your own course requirements where notified.



DIPACCI

- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring you attend classes sober and drug free, and smoke only in designated areas away from other people.
- The security of your personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to The Di Pacci Coffee Company administration office.
- Respecting The Di Pacci Coffee Company's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of your rights and responsibilities when in doubt.

Workplace Health and Safety Policy

The Workplace Health and Safety Act requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the workplace. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use,
- Adequate staff training including in safe work procedures, infection control procedures and appropriate hygiene,
- Properly maintained facilities and equipment, including the provision of personal protective equipment by The Di Pacci Coffee Company such as gloves, eye protection and sharps containers where required,
- A clean and suitably designed workplace with the safe storage of goods such as cleaning chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,



- Implement regular fire drills and provide first aid courses to all staff and participant as deemed applicable,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Accidents

All accidents must be reported at Reception and recorded on the Incident Report Form. Any action taken must be recorded. Follow-up will be completed the following day to ensure your well-being.

First aid

Should you require First Aid, a trainer or staff member will administer First Aid and you must complete the Incident Report Form available at Reception. Should medication be required, you will be referred to a medical provider and if necessary will be accompanied by a staff member. In the case of an emergency, staff will call an ambulance and stay with you until it arrives.

Student Training Records

The Di Pacci Coffee Company has in place a policy and procedure for the collection, storage and protection of all training records of individual students to meet training and assessment activity requirements.

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- Student Enrolment Data,
- Commencement and completion dates for Individuals of all competency units,
- Individual student assessment information for each unit of competency,
- Information on awards issued (Award, Date, Certificate Number),
- Individual student participation data (Assignments/Assessments, Attendance),
- Documentation / records Of complaints, appeals,
- Recognition (RPL/RCC) and Credit Transfer process documents (application and results)

We are committed to maintaining and safeguarding the confidentiality and privacy of your student information. The Di Pacci Coffee Company will document and implement procedures to assure the integrity, accuracy and currency of your records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.



Further computer system protection is provided by the firewall software which monitors and protects The Di Pacci Coffee Company's computer systems from unauthorised access from the internet.

Your results will be archived for a period of not less than thirty (30) years. Training records other than student results will be collected and stored for a period of two (2) years unless otherwise required.

Student Training Records Procedure

- Each individual student will have a personal file for storage of training records.
- Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).
- All trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of The Di Pacci Coffee Company.

Access to Your Student Training Record

Access to your individual student training record must meet Privacy legislation and will be limited to:

- Accessing your own personal record,
- Authorising release of specific information to third parties in writing,
- The Di Pacci Coffee Company staff who require this information as part of their job role,
- Officers from the ASQA or their representatives for activities required under the *Standards For Registered Training Organisations (RTOs) 2015* and government contracts,
- Legal requirements (e.g. Subpoena/search warrants/social service benefits/evidence act)

Student Support, Welfare and Guidance

The Di Pacci Coffee Company ensures that you are supported in your studies to the fullest extent possible, thus should you experience any difficulties with your studies you should see your trainer or another member of staff.

The staff member will ensure that the full resources of The Di Pacci Coffee Company are made available to you to ensure that you achieve the required level of competency in all accredited courses.

Furthermore should you seek advice on welfare or guidance or other matters you may make an appointment at any time for free advice relating to study such as:

- Managing Time
- Setting And Achieving Goals
- Motivation
- Ways Of Learning



- Coping With Assessments
- Looking After Yourself

Privacy

The Di Pacci Coffee Company operates in compliance with current privacy legislation. All training staff have current knowledge of privacy policies as they relate to a Registered Training Organisation. We will ensure that all required procedures are followed to ensure your rights to privacy.

All student information at The Di Pacci Coffee Company is treated as confidential. Electronic records are stored on the student management system and secured by passwords.

Information about you as a student, (except as required by law or as required by the *Standards for Registered Training Organisations (RTOs) 2015*, cannot be disclosed without your written permission and/or that of your parent or guardian if you are under 18 years of age.

You do however have the right under the Privacy Act to see and ask to have amended any of your records. You may request information about your results by speaking to your trainer or student administration officer. They will advise you how to send it to them and the process that follows.

You consent to The Di Pacci Coffee Company obtaining all personal information necessary for the purpose of your application and course. Information provided will be held securely.

We may also disclose this information to those agencies or other parties where authorised by law.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.



How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfill specific functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Data Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact The Di Pacci Coffee Company to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled



- ask a question about this Privacy Notice

Competency Based Training and Assessment

Competency Based Training and Assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards.

The Di Pacci Coffee Company assessment policy is in accordance with the following principles:

- The assessment will comply with the assessment guidelines included in the nationally endorsed Training Packages.
- The assessment will lead to the issuing of a statement of attainment or qualification when a person is assessed competent against nationally endorsed unit(s) of competency.
- When choosing the most appropriate assessment method, the following will be considered:
 - The qualification level and outcomes.
 - The individual needs of the student.
 - Where the assessment will be conducted (on-the-job, off-the-job, simulated environment, distance delivery).
 - The available resources.
- The assessments are valid, reliable, fair and flexible.
- The applicants will be informed of the context and purpose of the assessment and the assessment process.
- The assessment will involve the evaluation of valid, authentic, current and sufficient evidence to enable judgments to be made about whether competency has been attained.
- The applicant will be provided with the feedback about outcomes of the assessment process and guidance on future options in relation to those outcomes.
- There will be a provision for reassessment on appeal (as per the appeals policy).

Assessment Methods & Collection of Evidence

The following four evidence collection methods may be used for our courses:

1. **Observation** - of someone performing a task or producing a product.
2. **Simulation/Role-Play/Case Study** - simulation of workplace activities to gauge performance, e.g. taking customer orders and interacting with other staff.
3. **Practical exercise or task** - the student undertakes a task or exercise that demonstrates competency performed against the specified criteria.
4. **Knowledge based tests** - written or oral questioning, online quiz. These are widely used as a method of assessing a student's understanding or knowledge of the work or task they are performing. The term 'knowledge' is used in a broad sense and does not merely refer to recall from memory or rote learning, but to show clear understanding of the task being assessed

Other possible evidence collection methods (for RPL)

- **Reports** - to provide evidence of understanding in a particular context.
- **Portfolio** - provision of a collection of evidence and samples that prove competence against the specified criteria. This is particularly useful in a Skills Recognition Process.
- Where appropriate, assessment methods will take into account and have the flexibility to incorporate the equity needs of students (e.g. alternative methods of assessment for students with disabilities).

Assessment Criteria

You should be aware of the assessment criteria used by the assessors at The Di Pacci Coffee Company. Assessment criteria will depend on the individual unit of competency being undertaken and will be stated in the student assessment guide for each course.

All assignments must be your own work. The Di Pacci Coffee Company trainer/assessors are responsible for ensuring that any “suspect” assessments are thoroughly scrutinised. Any irregularities will be reported to the Training and Assessment Coordinator and dealt with accordingly. You are advised to keep a copy of your assessments.

Due Date Information

Our courses are designed so you can learn at your own pace so when you have completed the online components, you simply book in for the face to face class for the practical training and assessment of your skills.

For RPL applications your assessor will advise you of the final date for the receipt of evidence.

Practical Assessment and Re-sit Procedure

Stage 1: You undertake an in-class assessment

- When you are ready for the face to face skills training and assessment, simply book in via the student portal.
- If you do not intend to attempt the in-class assessment, you should notify your trainer/ assessor prior to attending or at the start of the class.

Stage 2: You are deemed Not Yet Competent in your first attempt of assessment

- Should you be deemed to be Not Yet Competent you will be provided with information identifying the areas in which you failed to achieve competency. You will then have the opportunity to repeat the assessment task.

Stage 3: You are deemed Not Yet Competent in first re-attempt

- If you are again deemed Not Yet Competent you will be provided with information identifying the areas in which you failed to achieve competency.
- You must then participate in a new assessment task within the agreed timeframe for re-assessment; a fee will be required to be paid prior to the assessment.



Stage 4: You are deemed Not Yet Competent in second re-attempt

- If you are still unable to demonstrate competency, then you will be required to repeat the unit of competency.
- You will be liable to pay a fee to be determined by The Di Pacci Coffee Company to cover the cost of extra tuition.

Academic Appeals Process

<p>1. Discuss your results with the Assessor who marked your work.</p>	<p>For all assessment tasks, but in particular for final assessment tasks, if the participant appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within fourteen (14) days from the result date.</p>
<p>2. Request a re-marking by the same Assessor or another Assessor.</p>	<p>If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within Fourteen (14) days from the result date.</p>
<p>3. Fill in and send a written assessment appeal form that will be considered by the RTO Training and Compliance Manager.</p>	<p>If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the RTO Training and Compliance Manager shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within twenty-eight (28) days of the date of the remarked results.</p>
<p>4. The Appeal is resolved by meeting or phone. The CEO will send written notification of the decision.</p>	<p>A meeting or phone conference may be offered to the participant who is appealing the decision. Details will be recorded in writing and you will be informed within twenty-eight (28) days of receipt of the written appeal of the RTO’s decision related to the appeal.</p>
<p>5. Final decision through mediation and external assessment.</p>	<p>If you are still not satisfied with the result and wish to pursue the matter, we offer an external mediation and assessment service through a VET consultancy. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation by a third-party Assessor will be recorded and sent to all parties within twenty-eight (28) days of the final</p>

	mediation and assessment consideration. This will be the final decision.
6. You have two (2) months to submit assessment appeals.	Formal written appeals against an academic matter or assessment decision must be submitted within two (2) months of the submission date of the assessment. Appeals will not be considered after that date.
7. Appeals improve our quality of training and assessment.	Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to the Department of Fair Trading	Once mediation and the external assessment services have been provided, we will advise the student that all internal processes have been exhausted. The complainant can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
9. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. It regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA’s role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

Satisfactory Performance for Course Completion

The Di Pacci Coffee Company barista course requires full attendance during the one day face-to-face component. To be granted competency in both units, successful completion of all online and face-to-face assessment tasks for SITHFAB025 Prepare and serve espresso coffee and SITXFSA005 Use hygienic practices for food safety must be achieved.

Students' progress/attendance is monitored to ensure that The Di Pacci Coffee Company facilitates the highest quality of learning possible with its students, and, at the same time, comply with relevant regulatory requirements. Students whose attendance level during the face-to-face component is deemed unacceptable by the trainer may be required to re-attend at their own expense. Please inform the trainer if you need to leave the class for any reason.



Attendance records

- The Trainer will take the roll at the beginning of each session using an Attendance Sheet.
- The student must acknowledge their attendance on the Attendance Sheet.

Issuing of Qualifications

You must be assessed competent in all units of competency before being issued a Statement of Attainment for the course undertaken. This will only be issued upon completion of your course, all fees are paid and your USI is verified. The Di Pacci Coffee Company will issue your results as you progress and at the end of the course.

Complaints/Appeals

1. Discuss the issue with the member of staff or your trainer/assessor.	In the first instance, the complaint should be discussed with the relevant member of staff, in administration or training. We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.
2. Discuss the issue with the RTO Training and Compliance Manager.	Where that is not appropriate, the complaint can be discussed with a member of staff, the Administration Officer or the RTO Training and Compliance Manager by phone or through email. We will seek an immediate resolution of the matter if possible.
3. Fill in the written complaint form and it will be considered by the CEO.	If you are not satisfied with the suggested resolution, the complaint should be recorded in writing on our complaints form and submitted. This form can be sent by email. The CEO will consider the written complaint. Where the matter may involve the CEO, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.
4. How we advise of the complaint resolution and give written notice of decision.	A meeting or phone conference may be offered to you. Details of this meeting will be recorded in writing and you will be informed within twenty-eight (28) days of receipt of the written complaint of the RTO's decision related to your complaint.
5. If our internal process has not worked, we move to mediation.	If agreement still cannot be reached, and you wish to pursue the matter, The Di Pacci Coffee Company offers a mediation service. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation



DIPACCI

	will be recorded and sent to all parties within twenty-eight (28) days of the final mediation meeting. This will be the final decision.
6. Complaints improve our client services and continuous improvement.	Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement
7. Take the complaint to the Department of Fair Trading.	Once mediation has been provided, we will advise the complainant that all internal processes have been exhausted. The complainant can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
8. The role of ASQA in investigating complaints after internal processes are exhausted.	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed on the regulatory role of ASQA at induction.

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, insults, spreading false or malicious rumors 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.



'Personnel' - refers to all employees either full-time, part-time or under contract of The Di Pacci Coffee Company.

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

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



APPENDIX A – Emergency Contact List

Emergency Numbers and Contact Details

POLICE 000 AMBULANCE 000 FIRE 000

1. Dial 000 and request the service that you need
2. remember to remain as calm as you can
3. speak clearly and give the requested details



APPENDIX B – orientation checklist and declaration

This checklist is to be completed after the orientation program has been delivered.

Applicants Name: _____

The Di Pacci Coffee Company Representative who delivered the information:

Please **tick in the boxes** where applicable and **sign** and **return** to The Di Pacci Coffee Company Representative

Information Provided by The Di Pacci Coffee Company

- Student Handbook including
 - General Course Admission Requirements and Conditions
 - Student Academic Appeal Procedure
 - Student Complaint Procedure and Complaint form
 - Application Form and refund policy
 - Recognition of Prior Learning (RPL) /Credit Transfer application and guide
- Available Course Timetables (attached separately)
- Information regarding Training location and surroundings (attached separately)

The applicant agrees that:

- He/she has received documented information that has covered the above points;
- the information contained within the documents has been thoroughly explained; and
- he/she has had ample opportunity to ask questions

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions of my rights and responsibilities as a participant of The Di Pacci Coffee Company, RTO 45805, and that I have also received induction into my training program at the RTO through an orientation program.

Applicant Name: _____ Signature: _____

Date: ____/____/____