



HOSPITALITY ALLIANCE TRAINING
clubs wa

STUDENT HANDBOOK

CLUBS WA INC: RTO 6226



HOSPITALITY ALLIANCE TRAINING (CLUBS WA INC)

Hospitality Alliance Training is the online training portal for Clubs WA Inc, Recognised Training Organisation (code 6226).

As an industry association since 1958 and an RTO since 1998, Clubs WA Inc is established as a leader in hospitality training specialising in RSA, Approved Manager, Food Handling and Food Safety Supervisor courses.

We have successfully trained over 40,000 people around Australia, ranging from members of local sporting and recreational clubs, pubs and bars to the employees and staff of some of Australia's most well-known hospitality outlets. We pride ourselves on providing personalised training to assist all students obtain the best possible learning outcome.

OUR COURSES

Our courses are available:

- Online through the training portal www.hospitalityalliancetraining.edu.au.
 - Courses are self-paced, with the flexibility to log off and on as often as you wish.
- Self-paced distance learning via correspondence.
- By appointment at Clubs WA offices – Unit 2/12 Hammond Road, Cockburn Central WA 6164.
- Onsite by arrangement.

Each of the courses includes a training manual designed to be used in conjunction with the course, which will prove to be valuable resource after you have completed your training.

We provide the following courses:

NATIONALLY RECOGNISED TRAINING

- MLPLCA401A – Manage legislative responsibilities for the sale, supply and service of liquor
- 52735WA - Course in Management of Licensed Premises

NON-ACCREDITED TRAINING

- Club Committee Compliance – Governance and Compliance in the WA Club Industry
- Club Manager Training – Club Management in the WA Club Industry
- Customer Service – Provide excellent customer service



SOCIAL MEDIA

Hospitality Alliance Training is on Facebook, Twitter, YouTube and Blog.



Liquor Industry Training

APPROVED MANAGER COURSE

52735WA – COURSE IN MANAGEMENT OF LICENSED PREMISES

MLPLCA401A – Manage legislative requirements for the sale, supply and service of liquor

MLPLCA402A – Manage an environment for the sale, supply and service of liquor

Nationally Recognised Training (Statement of Attainment)

Training Packet Version:	Status: Current
Pre-requisite Training:	Statement of Attainment – Responsible service of alcohol (SITHFAB002/SITHFAB201/SITHFAB009A/THHBFB09B)
Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic
Assessment:	Combination of online and written assessment 100% competency is required for a Statement of Attainment to be issued.
Price:	\$155

At the conclusion of this course you will have an understanding of the most important elements of licensed management training.

MLPLCA401A – Manage legislative responsibilities for the sale, supply and service of liquor is the mandatory training as specified by the State Licensing Authority, Department of Racing, Gaming and Liquor for Unrestricted Approved Managers and Licensees.



Liquor Industry Training

WA APPROVED MANAGER

MLPLCA401A – MANAGE LEGISLATIVE RESPONSIBILITIES FOR THE SALE, SUPPLY AND SERVICE OF LIQUOR from 52735WA – Course in management of licensed premises

Nationally Recognised Training (Statement of Attainment)

Training Packet Version:	<i>Status:</i> Current
Pre-requisite Training:	Statement of Attainment – Responsible service of alcohol (SITHFAB002/SITHFAB201/SITHFAB009A/THHBFB09B)
Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student’s learning capability along with their current level of knowledge and understanding of this topic
Assessment:	Combination of online and written assessment 100% competency is required for a Statement of Attainment to be issued.
Price:	\$139

At the conclusion of this course you will have an understanding of the most important elements of licensed management training.

MLPLCA401A – Manage legislative responsibilities for the sale, supply and service of liquor is the mandatory training as specified by the State Licensing Authority, Department of Racing, Gaming and Liquor for Unrestricted Approved Managers and Licensees.



Club Management

CLUB COMMITTEE COMPLIANCE

GOVERNANCE AND COMPLIANCE IN THE WA CLUB INDUSTRY

Certificate of Completion (Non-Accredited Training)

Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	4 hours minimum
Price:	\$120

This training course has been developed to assist the management committees and key personnel of licensed clubs within Western Australia in the governance of their clubs, and highlights management under both the *Associations Incorporation Act 2015* and the *Liquor Control Act 1988*.

CLUB MANAGER WA

CLUB MANAGEMENT IN THE WA CLUB INDUSTRY

Certificate of Completion (Non-Accredited Training)

Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	4 hours minimum
Price:	\$120

This training course has been developed to assist Club Managers of incorporated clubs and associations within Western Australia in their governance under all relevant legislations. This is a comprehensive course that is essential for new Club Managers or experienced Club Managers looking to refresh their knowledge.

CUSTOMER SERVICE

PROVIDE EXCELLENT CUSTOMER SERVICE

Certificate of Completion (Non-Accredited Training)

Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	4 hours minimum
Price:	\$30

This training course has been developed to assist everyone who works within the customer service industry, and comprises of four modules – Customer Service Skills, Managing Complaints, Effective Communication and Telephone Communication.

TERMS AND CONDITIONS



TERMS AND CONDITIONS

1. Service for Payment Guarantee

Hospitality Alliance Training (Clubs WA) agrees to:

- Remain current and compliant with all training courses
- Guarantee to complete the training and/or assessment throughout your training period.
- Provide information on the assessment process
- Ensure trainers and assessors are suitable qualified
- Assess and provide feedback on submitted assessment tasks
- Issue AQF certification documentation upon successful completion of your Nationally Recognised training course
- Advise you through email of any changes to agreed services

2. Enrolment

Fees are payable in advance. You will not be issued with a Certificate/Statement of Attainment until course fees are paid in full.

All courses have a time limit of 6-months for training and assessment to be completed.

Enrol online at www.hospitalityalliancetraining.edu.au:

- Register your details, including user name and password, by completing the online registration form
- Choose your training course/s
- Make payment through use of Credit Card, PayPal or a supplied prepaid voucher code
- An automated email tax invoice/receipt is generated once enrolment has been processed and payment has been approved
- An automated email is generated containing confirmation of your enrolment and your user name
- Training is able to be commenced immediately upon receipt of the confirmation email

Note: Once commenced, your course is non-transferable to another person.

Overseas Students

Under the *Education Services for Overseas Students (ESOS) Act 2000*, an Overseas Student is defined in Section 5 of the ESOS Act as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa, or
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa, or
- a secondary exchange student within the meaning of the Migration Regulations 1994, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

As specified in Section 8 of the ESOS Act, a provider must be registered on CRICOS to provide a course at a location or do so in accordance with an arrangement they have with another registered provider.

International/Overseas students: If you are currently an overseas student or in Australia on a Student Visa you are NOT eligible to enrol into this course with Clubs WA (Trading as Hospitality Alliance Training) as we are not CRICOS/ELICOS registered. For further information please contact CRICOS..

Note: When registering for a course, all students will be required to declare:

- *I understand that am unable to complete this training if I am an overseas student or in Australia on a Student Visa*

3. Authenticity

By accepting the terms and conditions of the Course Enrolment, you are warranting that you are the person completing this course and you give consent to Hospitality Alliance Training to verify information disclosed in this application.

You will be required to make a declaration that you personally completed the assessment.

If it is established that you were not the person actually completing the assessment, any Statement of Attainment issued will be revoked.

4. Unique Student Identifier (USI)

Everyone undertaking a nationally recognised training course requires a USI in order to receive their qualification or statement of attainment. USI's can be obtained from www.usi.gov.au.

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create
- stays with you for life

Clubs WA ensures the security of your Student Identifier and all related documentation under its control, including information stored in its student management systems

Your USI will not be included on your Statement of Attainment.

5. Student Requirements

- **All delivery modes**
 - Student Handbook - downloaded
 - Student Training Manual – downloaded
- **Online students**
 - Internet access
 - PDF Reader
 - Video and sound to record Video Submission
- **Classroom/Workplace/Simulated Workplace**
 - All materials provided.
- **Live Video Feed**
 - Webinar technology for Live Video Feed classes
 - Internet access
 - PDF Reader
 - Video and sound to record Video Submission
- **Correspondence**
 - Printer
 - Scanner or camera
 - Internet access
 - PDF Reader
 - Video and sound to record Video Submission

6. Student Access to Records

All students have timely access to current and accurate records of their participation. Students seeking advice concerning their course participation should in the first instance contact Hospitality Alliance Training.

7. Replacement Statements of Attainment

- A replacement Statement of Attainment will be issued by email free of charge in PDF format.
- A fee of \$10 will be incurred for any different formats or an original certificate posted to you.

8. Language, Literacy & Numeracy Skills (LLN) and Reasonable Adjustments

Clubs WA training courses require a minimum level of English language, literacy and numeracy skills; however we recognise that some learners may require more assistance than others.

Appropriate concessions will be made for language, literacy and numeracy issues where those concessions do not compromise the requirements of the Training Package and integrity, equity and fairness of the assessment.

If you believe you may have language, literacy, numeracy issues or other learning difficulties that may require additional assistance with your training or assessment, notify Clubs WA prior to or during the enrolment process. This information will be handled confidentially, and only for the purposes of being able to offer support and arrange reasonable adjustments for your assessment.

If you request additional assistance, it will be provided with appropriate advice, support and guidance necessary for you to meet the requirements of the relevant training product.

All assistance will be offered in a discrete manner using the principles of fairness and flexibility of workplace assessment.

There is no charge for the assistance provided by Clubs WA.

9. National Recognition

Clubs WA provides credit to learners for units or modules where evidenced by AQF certification documentation or an authenticated VET transcript, unless licensing or regulatory requirements prevent this.

10. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is offered to all students enrolling in Hospitality Alliance Training courses and is provided against the units of competency (elements and performance criteria) as described in the relevant endorsed training package.

To apply for RPL, contact Hospitality Alliance Training for an Application Pack and fee schedule.

11. Refunds

Hospitality Alliance Training will not refund fees paid in advance unless a training cancellation request is made in writing more than 7-days prior to expiry of the training course.

The following percentage of refund will apply to all training cancellations:

- Where 20% or less of the course has been provided to the student, a 100% refund less an administration fee (20% of the total course) will apply.
- Where between 20% and 50% of the course has been provided to the student, a 50% refund less an administration fee (20% of the total course) will apply.
- Where 50% or more of the course has been provided to the student, no refund will apply.

Should Hospitality Alliance Training (Clubs WA) cancel a Course for any reason, students enrolled at the time Hospitality Alliance Training announces the cancellation will be entitled to a full refund, with no administrative charge or penalty.

In the case of a participant who wishes to withdraw from a Course or program due to illness or extreme hardship, Hospitality Alliance Training may, at its discretion, allow a refund of the fees once the person concerned produces satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.

If a refund has been issued, under **NO** circumstances will a Statement of Attainment be granted for any units.

Clubs WA is not obliged to refund due to changes in legislation on a national or a state level that may affect delivery of units on scope through any mode. Such situations will be assessed on a case-by-case basis.

Where a company or individual has paid training fees in advance and been issued with a voucher code, Clubs WA is not obliged to refund any fees if they are no longer required; however a transfer of any remaining credit to another training course offered by Clubs WA may be authorised at the discretion of Clubs WA.

12. Confidentiality and Privacy

The information provided to us is considered confidential and will not be sold or divulged to any third party except:

- to the extent specifically required by law
- to the extent specifically required as an RTO for compliance purposes
- where a learner's training is being provided in conjunction with another training institution or company and the learner has identified those parties through their registration and/or course purchase – by accepting the terms and conditions the learner has agreed that a copy of their statement of attainment may be provided to the identified training organisation or company except where the learner has specifically requested this to not occur

All reasonable efforts will be made to keep all information provided secure and to ensure that any of our employees or agents will not modify, reproduce, disclose or use that information without authorisation.

Privacy Notice (National VET Data)

Under the *Data Provision Requirements 2012*, Clubs WA Inc is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Clubs WA Inc for statistical, administrative, regulatory and research purposes. Clubs WA Inc may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

13. Complaints and Appeals

Clubs WA will manage and respond to all complaints and assessment appeals in a constructive and timely manner that is based on the principles of natural justice and procedural fairness by:

- informing those involved of the allegations
- providing those involved an opportunity to present their side of the matter
- operating in a fair and unbiased way

There is no fee to lodge a complaint or appeal an assessment decision.

Appeals

Appeals against an assessment decision are accepted for a period no longer than 3 months following the competency decision. Prior to submitting a formal appeal, the learner is encouraged to discuss with the assessor the reason for the assessment decision, at which time constructive feedback will be provided to the learner.

To appeal an assessment decision, complete and submit an Appeal Form obtained from Clubs WA. Acknowledgment in writing will be provided within 5 working days of the date of submission and:

- Your appeal will be reviewed by the original Assessor and a secondary Assessor within 10 working days using the following documentation:
 - Learner's completed assessments
 - Marking guide criteria
 - Training record
- You will be advised of the appeal outcome in writing within 5 working days of the decision along with the reason/s for the decision along with feedback on additional requirements for competency where the original assessment was upheld
- If a conflict of interest is identified during the appeal process, you will be offered another assessor to review the appeal
- Where the outcome will take longer than 60 calendar days:
 - You will be advised in writing of the reasons, and kept regularly informed
- If the appeal is unable to be resolved, you may request all appeal documentation be given to an appropriate party independent of Clubs WA and yourself for independent adjudication
- Your appeal and outcome will be electronically attached to your training record
- Potential causes of appeals will be identified and appropriate corrective action taken to eliminate or mitigate the likelihood of recurrence

Complaints

When submitting a complaint, students may either complete and submit a Complaint Form obtained from Clubs WA or put their complaint in writing to Clubs WA. Acknowledgment in writing will be provided within 5 working days of the date of submission and:

- Your complaint will be reviewed within 10 working days
- You will be advised of the complaint outcome in writing within 5 working days of the decision along with any action taken
- If a conflict of interest is identified during the complaint process, you will be offered another staff member to review the complaint
- Where the outcome will take longer than 60 calendar days:
 - You will be advised in writing of the reasons, and kept regularly informed
- If the complaint is unable to be resolved, you may request all complaint documentation be given to an appropriate party independent of Clubs WA and yourself for independent adjudication
- Potential causes of complaints will be identified and appropriate corrective action taken to eliminate or mitigate the likelihood of recurrence