



# 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), an industry association since 1958 and an RTO since 1998.

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](http://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 (STATEMENT OF ATTAINMENT)

- SITHFAB021 – Provide responsible service of alcohol
- MLPLCA001 – Manage legislative responsibilities for the sale, supply and service of liquor
- 52863WA - Course in Management of Licensed Premises
- SITXFSA005 - Use hygienic practices for food safety
- SITSS00069 – Food Safety Supervisor Skill Set

#### RGL APPROVED TRAINING (CERTIFICATE OF COMPLETION)

- Clubs WA Responsible Service of Alcohol – Club Industry Training

#### INDUSTRY TRAINING (CERTIFICATE OF COMPLETION)

- COVID-19 Hygiene Training
- Committee and Board Compliance – Governance and Compliance in the WA Club Industry
- Club Management in WA – Club Management in the WA Club Industry
- Customer Service – Provide excellent customer service





Liquor Industry Training

### RSA

#### SITHFAB021 – PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

#### ACT, NSW, NT, QLD, VIC, WA

**Certificate Issued:** Statement of Attainment (Nationally Recognised 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:** Self-paced Estimated Duration: 4-hours minimum

- Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic

NCVER Nominal Hours: 10-hours

- Nationally agreed nominal hours can viewed at <https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours>

**Assessment:** Online written assessment  
Verification required for all online assessments  
100% competency is required for a Statement of Attainment to be issued.

**Price:** \$55

At the conclusion of this course you will have an understanding of how to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify customers to whom sale or service must be refused
- Refuse to provide alcohol

Upon successful completion of the unit and any further state/territory requirements, learners will be able to provide sale, service and promotional service of alcohol in licensed premises.

Satisfies the mandatory training requirement for persons:

- Selling or supplying alcohol in ACT, Northern Territory, Queensland and WA
- Applying for a **Restricted** Approved Manager ID card in Western Australia
- complete either *MLPLCA001 – Manage legislative requirements for the sale, supply and service of liquor* or *52863WA – Course in Management of Licensed Premises* and apply for an **Unrestricted** Approved Manager ID card.
- Applying to be a Liquor Licence Nominee in the Northern Territory

#### ADDITIONAL STATE/TERRITORY REQUIREMENTS

##### **New South Wales**

- Complete an online NSW RSA bridging course provided by Liquor & Gaming NSW; and
- Apply for a NSW RSA Competency Card .

##### **Victoria**

- Complete the VCGLR's free online RSA bridging course to have your qualification recognised in Victoria.



Liquor Industry Training

### RSA FOR CLUBS

#### CLUBS WA RESPONSIBLE SERVICE OF ALCOHOL – CLUB INDUSTRY TRAINING

##### WA

**Certificate Issued:** Certificate of Completion (RGL Approved 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:** Self-paced Estimated Duration: 4-hours minimum

- Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic

**Assessment:** Online written assessment and verbal assessment  
Verification required for all online assessments  
100% competency is required for a Certificate of Completion to be issued.

**Price:** \$50

At the conclusion of this course you will have an understanding of how to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify customers to whom sale or service must be refused
- Refuse to provide alcohol

Satisfies the mandatory training requirement for persons:

- Selling or supplying alcohol in a Western Australian premises with a club licence or an occasional licence
- Applying for a Restricted Approved Manager ID card in Western Australia



Liquor Industry Training

### APPROVED MANAGER COURSE

#### **52863WA – COURSE IN MANAGEMENT OF LICENSED PREMISES**

MLPLCA001 – Manage legislative requirements for the sale, supply and service of liquor

MLPLCA002 – Manage an environment for the sale, supply and service of liquor

Pre-requisite Training: Statement of Attainment – Responsible service of alcohol  
(SITHFAB002/SITHFAB201/SITHFAB009A/THHBFB09B)

#### **WA**

<b>Certificate Issued:</b>	<b>Statement of Attainment (Nationally Recognised Training)</b>
<b>Modes of Delivery:</b>	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)
<b>Duration:</b>	Self-paced Estimated Duration: 6-hours minimum <ul style="list-style-type: none"><li>Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic</li></ul>
<b>Assessment:</b>	Online written assessment Verification required for all online assessments 100% competency is required for a Statement of Attainment to be issued.
<b>Price:</b>	\$239

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

*The core unit MLPLCA001 – 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

### **MLPLCA001 – MANAGE LEGISLATIVE RESPONSIBILITIES FOR THE SALE, SUPPLY AND SERVICE OF LIQUOR** **Core unit of 52863WA – Course in management of licensed premises**

Pre-requisite Training: Statement of Attainment – Responsible service of alcohol  
(SITHFAB002/SITHFAB201/SITHFAB009A/THHBFB09B)

#### **WA**

<b>Certificate Issued:</b>	<b>Statement of Attainment (Nationally Recognised Training)</b>
<b>Modes of Delivery:</b>	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)
<b>Duration:</b>	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none"><li>Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic</li></ul>
<b>Assessment:</b>	Combination of online and written assessment Verification required for all online assessments 100% competency is required for a Statement of Attainment to be issued.
<b>Price:</b>	\$139

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

*MLPLCA001 – 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.*



Food Industry Training

### FOOD HANDLING

#### **SITXFSA005 – USE HYGIENIC PRACTICES FOR FOOD SAFETY**

##### **All States and Territories**

**Certificate Issued:** Statement of Attainment (Nationally Recognised 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:** Self-paced Estimated Duration: 10-hours minimum

- Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic

NCVER Nominal Hours: 15-hours

- Nationally agreed nominal hours can viewed at <https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours>

**Assessment:** Combination of online assessment and third party observation report

Verification required for all online assessments

100% competency is required for a Statement of Attainment to be issued.

**Price:** \$55

At the conclusion of this course you will have skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas, including: restaurants, cafes, clubs, hotels, and bars; tour operators; attractions; function, event, exhibition and conference catering; educational institutions; aged care facilities; correctional centres; hospitals; defence forces; cafeterias, kiosks, canteens and fast food outlets; residential catering; in-flight and other transport catering.

It applies to food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities, including: cooks, chefs, caterers, kitchen stewards, kitchen hands, bar, and food and beverage attendants, and sometimes room attendants and front office staff.



Food Industry Training

## FOOD HANDLING

### SITSS00069 – FOOD SAFETY SUPERVISOR SKILL SET

#### All States and Territories

**Certificate Issued:** Statement of Attainment (Nationally Recognised Training)

**Modes of Delivery:** Online e-learning and assessment (self-paced)  
Distance Learning and assessment via correspondence (self-paced)

**Duration:** Self-paced Estimated Duration: 25-hours minimum

- Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic

NCVER Nominal Hours: 55-hours

- Nationally agreed nominal hours can viewed at <https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours>

**Assessment:** Combination of online assessment and third party observation report/video submission  
Verification required for all online assessments  
100% competency is required for a Statement of Attainment to be issued.

**Price:** \$105

*SITSS00069 – Food Safety Supervisor Skill Set* is a set of skills to equip individuals in hygienic practices and handling food safely during the storage, preparation, display, service, and disposal of food. The Skill Set consists of following two (2) units of competency:

#### ***SITXFSA005 – Use hygienic practices for food safety***

This unit provides the skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas, including: restaurants, cafes, clubs, hotels, and bars; tour operators; attractions; function, event, exhibition and conference catering; educational institutions; aged care facilities; correctional centres; hospitals; defence forces; cafeterias, kiosks, canteens and fast food outlets; residential catering; in-flight and other transport catering.

It applies to food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities, including: cooks, chefs, caterers, kitchen stewards, kitchen hands, bar, and food and beverage attendants, and sometimes room attendants and front office staff.

#### ***SITXFSA006 – Participate in safe food handling practices***

This unit provides the skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation areas. This includes restaurants, cafes, clubs, and hotels; tour operators; attractions; function, event, exhibition and conference catering; educational institutions; aged care facilities; correctional centres; hospitals; defence forces; cafeterias, kiosks, canteens and fast food outlets; residential catering; in-flight and other transport catering.

Safe food handling practices are based on an organisation's individual food safety program. The program would normally be based on the hazard analysis and critical control points (HACCP) method, but this unit can apply to other food safety systems.

It applies to food handlers who directly handle food during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen hands and food and beverage attendants.





Club Management

### COMMITTEE AND BOARD COMPLIANCE

#### GOVERNANCE AND COMPLIANCE IN THE WA CLUB INDUSTRY

**Certificate Issued:** Certificate of Completion (Non-Accredited Industry 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:** \$80

This training course has been developed to assist the committees/boards 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 MANAGEMENT IN WA

#### CLUB MANAGEMENT IN THE WA CLUB INDUSTRY

**Certificate Issued:** Certificate of Completion (Non-Accredited Industry 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:** \$80

This training course has been developed to assist Club Managers and staff of incorporated clubs and associations within Western Australia with a liquor licence 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 Issued:** Certificate of Completion (Non-Accredited Industry 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:** \$20

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

You will be issued an invoice at enrolment, to be paid **prior to the marking of your practical/verbal assessments**.

Enrol online at [www.hospitalityalliancetraining.edu.au](http://www.hospitalityalliancetraining.edu.au):

- Choose your training course
- Register your details by completing the online registration form
- Accept the terms and conditions
- Automated emails containing login details and tax invoice (with payment details) are generated once enrolment has been processed
- Training is able to be commenced immediately upon receipt of the confirmation email

***CERTIFICATES/STATEMENTS OF ATTAINMENT WILL NOT BE ISSUED UNTIL COURSE FEES ARE PAID IN FULL.***

***All courses have a time limit of 3-months for training and assessment to be completed.***

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

### 3. OVERSEAS STUDENTS

Overseas Students are able to complete Nationally Recognised Training (statement of Attainment issued) RSA and Food courses offered by Hospitality Alliance Training as they are now exempted from the definition of 'course' under the ESOS Act and can be delivered by a non-CRICOS training organisation.

*Please note that the Approved Manager Card training courses are not on the exempted list.*

If you are an Overseas Student as defined in Section 5 of the ESOS Act 2000, you are NOT eligible to enrol into an Approved Manager Card training course with Clubs WA (Trading as Hospitality Alliance Training) as we are not CRICOS/ELICOS registered. For further information please contact CRICOS.

**Note 1:** When enrolling for an Approved Manager Training course, all students will be required to accept the following statement:

- *I am not an Overseas Student as defined in Section 5 of the ESOS Act 2000*

**Note 2:** In all instances of receiving a foreign passport or ImmiCard for a student enrolled into an Approved Manager Training course, Clubs WA (Hospitality Alliance Training) will verify the student's study entitlements using VEVO.

### 4. 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 (Clubs WA) to verify information disclosed in this application.

For all nationally recognised training courses, you will be required to provide photographic identification and make a declaration that you personally completed the assessment.

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

### 5. 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](http://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.

### 6. STUDENT REQUIREMENTS

- Student Handbook (this document)
- Student Training Manual – download from learner portal
- Valid email address
- Computer or internet capable phone/tablet with:
  - audio/video/video-capture/webcam; and
  - PDF reading capability

### 7. 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. For your reference, External Agencies that are also able to provide support are contained in Appendix 1.

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.

### 8. CONFIDENTIALITY AND PRIVACY

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.

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.

### 9. 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](http://www.ncver.edu.au)).

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

### 10. 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 (Clubs WA).

### 11. REPLACEMENT STATEMENTS OF ATTAINMENT

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

### 12. 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.

### 13. RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is offered to all students enrolling in Hospitality Alliance Training (Clubs WA) 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 (Clubs WA) for an Application Pack and fee schedule.

### 14. REFUNDS

Hospitality Alliance Training (Clubs WA) 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 less than 20% of the course has been provided to the student, a 100% refund less a \$20 administration fee will apply.
- Where from 20% to 50% of the course has been provided to the student, a 50% refund less a \$20 administration fee will apply.
- Where over 50% of the course has been provided to the student, no refund will apply.

Refunds will be CONSIDERED for requests made due to unforeseen circumstances:

- Request for a refund has been made in writing to Clubs WA at least two (2) months prior to the expiry of the training course; and
- Reason/s for the refund request have been provided to Clubs WA; and
- Supporting documentary evidence is provided.

In the case of a participant who wishes to withdraw from a course or program due to illness, extreme hardship or unforeseen circumstances, Clubs WA may, at its discretion, refund fees upon all of the following being provided:

- Request for a refund has been made in writing to Clubs WA at least one (1) month prior to course expiry **and** before marking has commenced on practical assessments; and
- Reason/s for the refund request have been provided to Clubs WA; and
- Supporting documentary evidence for the withdrawal is provided.

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

***If a refund has been issued, under NO circumstances will Certification be issued.***

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 for multiple training fees 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.

### 15. 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

## APPENDIX 1 – EXTERNAL SUPPORT AGENCIES FOR LLN

### **AUSPELD**

AUSPELD, The Australian Federation of SPELD Associations, responds to the needs of children and adults with Specific Learning Difficulties/Disabilities, such as the learning disability dyslexia, and those who care for, teach, and work with them, through the dissemination of information, advocacy, research, and support.

[www.auspeld.mediacloud.com.au](http://www.auspeld.mediacloud.com.au)

### **Learning Difficulties Australia**

Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

[www.lidaustralia.org](http://www.lidaustralia.org)

### **ALNARC - Adult Literacy and Numeracy Australian Research Consortium**

This site contains key information about Australian adult literacy activity and links to a range of additional programme, professional development, resource, and research sites.

[www.staff.vu.edu.au/alnarc](http://www.staff.vu.edu.au/alnarc)

### **National Centre for Vocational Education Research Ltd (NCVER)**

The information in this resource is based on research funded through the Adult Literacy Research Program (ALRP). The National Centre for Vocational Education Research (NCVER) managed this research program on behalf of the former Commonwealth Department of Education, Science and Training (now Department of Education, Employment and Workplace Relations (DEEWR)).

[www.adultliteracyresource.edu.au](http://www.adultliteracyresource.edu.au)

### **Australian Council for Adult Literacy**

The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:

- provide leadership in Australian debate on adult literacy and numeracy practices and policy
- build understanding of adult literacy and numeracy issues
- advocate on behalf of equitable adult literacy and numeracy provision for all Australians
- build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
- Work with other organisations on issues of mutual concern.

[www.acal.edu.au](http://www.acal.edu.au)