



CS
COFFEE SCHOOL

Student Handbook

Ton Ton Song Pty Ltd trading as The Coffee School

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Introduction

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

- SITHFAB204 Prepare and Serve espresso coffee
- SITHFAB201 Provide Responsible Service of Alcohol
- SITHGAM201 Provide Responsible Gambling Services
- SITXFSA101 Use Hygienic Practices for Food Safety
- SITXFSA201 Participate in Safe Food Handling Practices

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

Expectations of Students

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students.

- Comply with occupational health and safety regulations at all times
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Behaviour needs to be an acceptable level for the workplace at all times
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your Trainer
- Inform your Trainer in advance of any intended absences
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training
- Dress appropriately and wear non slip closed in shoes to training
- Photo ID is to be produced upon request to confirm identity before certificates or statements of attainment can be issued.
- You need to notify your trainer of any difficulties with completion of activities and assessment.
- Mobile phones are not to be used during class
- Smoking is not allowed on premises
- The use of banned substances within the training environment is strictly prohibited

Discipline

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

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

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

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

Fees

1. Participant fees are specified on The Coffee School's website. All published course fees are inclusive of administration fees and all required materials.
2. Payment can be made online or at Coffee School Sydney Head Office. To receive the discounted price, bookings must be made at least 24 hours prior to commencement of the course date. Payment can be made by cash, credit card or bank transfer.

Cancellation, refunds & booking conditions

Unless otherwise specified, The Coffee School's cancellation policy is applicable for every course. Our cancellation policy is shown below and is also available on our website <http://www.coffeeschool.com.au>

- No refunds or cancellations under any circumstances
- Students who fail to attend their Course will forfeit their entire Course Fee
- Students who arrive late will be refused entry into the class and either forfeit their entire Course Fee or may pay a rescheduling Fee of \$77 on top of their original Course Fee
- Students must arrive 15 minutes prior to course commencement time for all courses
- For any Changes & Rescheduling to bookings outside of 48 hours from Original Course Booking Date regarding Name, Date, Time and Venue: a Fee of \$33 is applicable– Students must request changes online only at <https://www.coffeeschool.com.au/changebooking>
- For any Changes & Rescheduling to bookings regarding Name, Date, Time and Venue within 48 hours of the Original Course Booking Delivery Date: a \$77 fee is applicable – Students must request changes online only at <https://www.coffeeschool.com.au/changebooking>
- Accredited course students must bring Photo ID & a Pen
- Accredited course students must complete their Online Enrolment Questions prior to attending their class or a certificate will NOT be issued using the link provided in their Email Booking Confirmation
- Students attending all Barista, Bar & Cocktail Skills Courses MUST wear closed shoes. Students who fail to do so will not be permitted in the class and a re-scheduling fee will apply
- The Coffee School reserves the right to cancel a Course at any time. If a class is cancelled by The Coffee School, participants have the option of re-scheduling to the next available date at no charge
- The USI is Optional until 1 January 2017 See student handbook for more information.
- Students returning late to their class from a break, after a time specified by the trainer, will not be permitted back into the class and a rescheduling fee of \$77 will apply.

If you are assessed as not competent, a free re-assessment will be offered. If you are assessed as not competent for the second time, you will be required to pay the rescheduling fee to attend the full course again. **However** – If you are assessed as not competent for SITXFSA101 Use Hygienic Practices for Food Safety you must re-sit the entire course which will incur a \$50 course fee.

All participants in SITHFAB204 Prepare and Serve Espresso Coffee must have completed SITXFSA101 or SITXOHS002A Use Hygienic Practices for Food Safety. If you have completed this with another RTO you will need to supply a JP Certified Copy of your Statement of Attainment or your trainer must sight the original prior to course commencement on the day. Should you fail to supply this you will not be able to participate in the course and a re-scheduling fee will incur.

Reschedule Conditions

- Rescheduling fee must be paid in full at the time of reschedule. Rescheduling fee cannot be paid on the day of the course.

Certificate Reprint Fee Information

Students can only request reprints online at

<https://www.coffeeschool.com.au/certificate-reprint-form>

- Nationally Recognised Statement of Attainments: \$33 including postage or PDF email
- Certificate of Attendance (Bar & Mixology Skills or Non-Accredited Barista): \$33 including postage or PDF email
- NSW RSA/RCG Interim Certificates immediately after course completion: \$33
- The old OLGR RSA & RCG certificate (Certificates issued by OLGR prior to 22/08/2011): \$50

Gift Voucher Conditions -- Applicable to all Gift Voucher

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

Coffee Art Practice Session Terms and Conditions

- One free Coffee Art practice session will be offered to students who have completed the Coffee Art Level 2 Course with an Accredited Barista or Barista Level 1 Course. Practice sessions can only be booked the morning of the date students wish to attend.
- Coffee Art practice sessions are held on available dates offered at time of booking
- Coffee Art practice session expires 1 month from the original booking date
- A fee of \$55 will be charged for subsequent Coffee Art practice sessions after expiry for all states excluding WA which is \$75
- If you fail to attend your booked Coffee Art practice session, your free session will be forfeited.
- If you need to reschedule your booked Coffee Art practice session, a rescheduling fee of \$55 will incur for all states excluding WA which is \$75.
- Coffee School reserves the right to cancel or change a booked Coffee Art practice session at any time and a new Coffee Art session time will be offered
- Coffee Art practice sessions may only be held in the same city where the student attended the course originally

Privacy Policy

Personal information is collected only when a booking is made. The student name, phone number and email address is collected to make a booking. Your personally identifiable information is kept secure and confidential. The information is not divulged or sold to anyone or transferred to third parties. A credit card number is only used to book and pay for a course. A secure payment gateway is used to allow online payments. We do not store or keep credit card information.

Access to Student Records

Student files may only be accessed by the CEO , General Manager, Compliance Manager, student trainer and assessor, and/or an auditor appointed by the regulating authority. Access by administrative staff to Student's files will only be for the purpose of updating files.

All Students have a right to view their own files and may do so upon request to Coffee School management.

Access to a file by a third party other than as above can only be provided with the written consent of the Student.

Records Management

Coffee School is committed to implementing best practice in its records management practices and systems. The Coffee School Record Keeping Officer will maintain all student records on Coffee School's AVETMISS capable student records management database.

Coffee School will provide returns of its client records of attainment of units of competence to the National VET Regulator on a regular basis, or as determined by the National VET Regulator.

Coffee School will comply with all Commonwealth requirements for the policy implementation of all student records.

- Coffee School staff will record all student fee payments and details of refunds paid.
- Upon enrolment each student's personal details shall be entered into the Coffee School student database.
- Student personal details and records shall be maintained in a current up to date condition, updating of records will be actioned upon advice of changes from a student.
- All participant training records are scanned onto hard drives which are backed up regularly. After scanning the contents are securely shredded and disposed of.
- All participant electronic records are to be backed up at the end of each day through our Quadra server host.
- Backed up records of student information and documentation are to be taken off the premises and stored securely by the CEO.
- Only Coffee School staff directly involved with student welfare and or student results will have access to personal student details.
- Upon request and sufficient notice Coffee School administrative staff shall provide a student with access to their personal student records for progress information.
- Students may request a reissuance or statements of attainment or qualifications achieved.
 - Coffee School Management permits the replacement of certification documentation. All re-issuance of certification documentation will be based on the verification and authentication of statement of attainment issued by Coffee School prior to issue.
 - Where a request for a replacement statement of attainment is received from a current or past student the student's identification must be verified by the Coffee School administrative staff with a form of documented personal I.D, such as a driver's license or birth certificate.
 - The student's records of course achievement will then be accessed and any issued statement of attainment may be reissued in accordance with Coffee School's Issuance Policy and current fee structure.
- Upon receipt of written consent by a student, Coffee School staff will provide a third party with student's personal details.
- Access to student records may be provided where the NVR Standards for Registered Training Organisations or an officer of the law require Coffee School to do so.
- Coffee School staff will comply with all 'external reporting responsibilities' at the required date to do so. (i.e. AVETMISS and Quality Indicator Reporting) including returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis (as determined by the Australian Skills Quality Authority)

- Compliance Manager will maintain up to date records of the employment history and qualifications of all staff employed by Coffee School.
- Record Keeping Officer shall ensure that all student records are maintained in an accurate manner providing for the safekeeping of all student assessment results for a term no less than **30 years** and providing the CEO with at least one week's written notice before any records are destroyed.

Course bookings

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

Westpac Bank Direct Deposit or Via Netbank
 Account Name: Ton Ton Song PTY LTD
 BSB: 032 005 Account No: 962 010

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, the regulating authority, ASQA conduct regular audits. The audit process involves a review of a training organisations policies, procedures, record keeping, practices and training and assessment services provided. On occasion the regulating authority may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of clients and industry.

Upon request The Coffee School are required to supply the following information to the registering body:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the registering body may request to view Student files. The purpose of this is to ensure compliance with regulations and standards.

Feedback

We encourage your feedback on the training and assessment experience and on client support services.

Feedback forms will be provided to you upon completion of the program.

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

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

Complaints & Appeals

The Coffee School are dedicated to providing a high standard of service. Should a Student have a complaint or wish to appeal an assessment result they are encouraged to do so by using the following process:

Complaints

First instance: Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer they are encouraged to contact management.

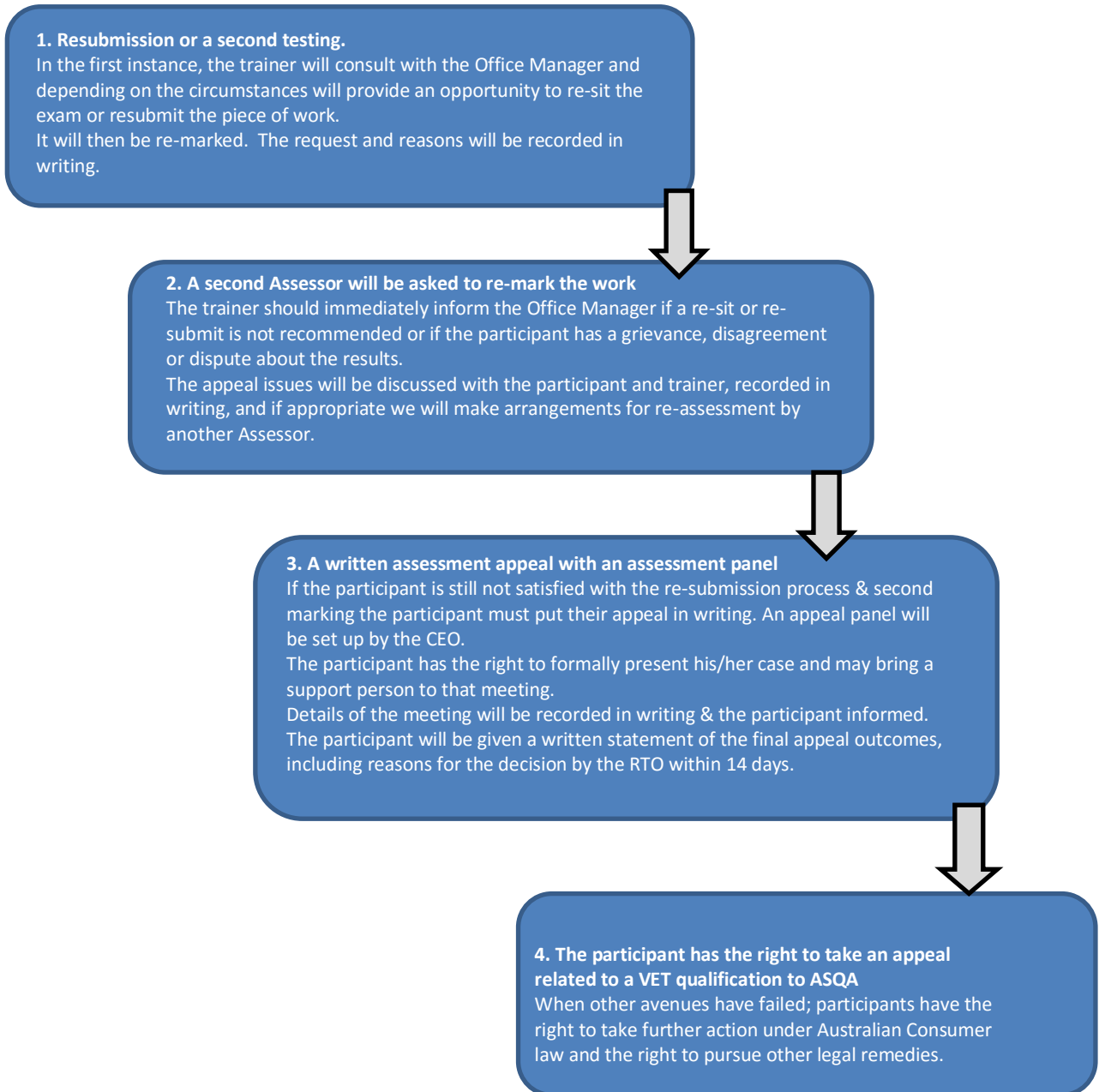
Second instance: If the issued is not resolved the Student is encouraged to either speak to or contact in writing the CEO.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints or appeals will be provided to the candidate in writing within 14 working days.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. The process for appeals is shown below.



If any assessment appeal is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow up and corrective action.

Our contact details

For any further enquiries please contact the head office:

Coffee School

Level 3, 793 George Street

Haymarket NSW 2000

02 9211 9779 - info@coffeeschool.com.au www.coffeeschool.com.au

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered.

1. How current the qualification is,
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original statement of attainment and/or certificate for your Trainer to sight
- A copy of the statement of attainment and/or certificate
- Or a certified copy of your qualification signed by a justice of peace

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for recognition of prior learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your trainer and/or Coffee School management.

Competency Based Training & Assessment

Students enrolled in training which will lead to either a statement of attainment are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Work samples

Students will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the Student is deemed competent or not yet competent.

Flexible Delivery and Assessment Procedures

Our training and assessment is developed to ensure all Students have an equal and fair opportunity to complete the required training and assessment activities catering to different learning styles and needs. Adjustments for individual needs can be made such as written assessment can be adjusted so that it is conducted as a verbal assessment.

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

Results, Statements of Attainment

Once the training/assessing staff have assessed a Student to be has satisfactorily competent in their unit, the trainer will print the Statement of Attainment and additional certificate (if applicable to the course) . A Statement of Attainment can not be issued without a USI (see below for details on USI)

Re issuance of Statements of Attainment will attract a fee of \$25 inclusive GST and standard postage (where applicable).

Unique Student Identifier (USI) (Optional until January 2016)

From January 2015 Students in Nationally Recognised Training in Australia will need a Unique Student Identifier (USI) and training providers are not able to issue a Statement of Attainment without a USI on file.

The USI will link students to their training records which are held in the national training database. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire eligibility for government funded training places.

Training organisations will find it easier to assess pre-requisites and credit transfers.

Who needs a USI?

- Students who are enrolling in nationally recognised training
- School students completing nationally recognised training

Once a student creates their USI, they will be able to:

- Provide it to each training organisation they study with
- Give their training organisation permission to view and/or update their USI account
- Give their training organisation access to view their transcript
- View and update their details on their USI account
- View online and download their training records and results in the form of a transcript from 2015
- Control access to their transcript from 2015

Privacy Policy

- Personal information is collected only when a booking is made
- The student name, phone number and email address is collected to make a booking
- A credit card number is only collected if a student selects the pay now option to obtain a discount
- If a student selects the pay later option, the credit card information is not required. We do not store or keep credit card information
- Your personally identifiable information is kept secure and confidential. The information is not divulged or sold to anyone
- The credit card information is transferred from a secure payment gateway to allow online payments. No other information is transferred to third parties.

USI Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want The Coffee School to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, The Coffee School will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as birth certificate, driver licence and Australian passport.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask The Coffee School to make an application for a student identifier on your behalf, [insert organisation name] will have to declare that [insert organisation name] has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that [insert organisation name] has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;

- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- ♦ will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on (email/telephone). The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- ♦ misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- ♦ a failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Language, Literacy and Numeracy (LLN) Assistance

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

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

Student Support, Welfare and Guidance

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

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

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

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

Interpreting Service

Coffee School Management and staff are committed to providing enrolling and enrolled students with Language barriers, with advice and support interpreting service to assist with a student's ongoing learning and progress through Coffee School's courseware.

- Students identifying language barriers during the enrolment process will be advised by Coffee School staff of the support measures available at Coffee School.

- Staff will advise students that Coffee School allows students who have language barriers to bring an interpreter to support their learning on the day. Students need to arrange interpreting service by themselves.
- Interpreter can be a friend or relative to support student's learning on the day. But they cannot be present in the assessment process with the student.
- If students need an interpreter to be present in the assessment process, the interpreter must be NAATI approved accredited interpreter.
- Trainer/Assessor will be informed by Coffee School staff regarding the interpreting service arrangement details by email.
- On the course day, the interpreter will be given an interpreter form to complete and hand it back to trainer/assessor.
- If the interpreter is NAATI approved accredited interpreter, trainer/assessor must check their accredited interpreter approval (e.g NAATI interpreter stamp, interpreter card ect.) before allowing them to be present in the assessment process with the student.
- Trainer/assessor must keep and return the interpreter form with all other course documents to head office for record keeping purpose.

Access and Equity

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

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

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

Harassment and Discrimination

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

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

Students should be aware of the following definitions:

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

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

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

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

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

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

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

Specific principles

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

Working with Children

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

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

Further information is available from The Coffee School management.

Relevant legislation

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provide a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Industrial Relations Act 1996

The principal objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/>

Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy Regulation 2013

The [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#) made many significant changes to the Privacy Act 1988. These changes commenced on 12 March 2014. The [Privacy Regulation 2013](#), made under the Privacy Act, also commenced on 12 March 2014.

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to

<http://www.comlaw.gov.au/Series/C1968A00063>

Vocational Education and Training (Commonwealth Powers) Act 2010

This Commonwealth legislation was introduced to establish a registration and accreditation framework for vocational education and training, in particular by applying nationally agreed standards. It ensures the quality and integrity of vocational education and training. It also promotes consistency of standards in vocational education and training. For more information visit:

<http://www.legislation.nsw.gov.au/sessionalview/sessional/sr/2011-304.pdf>

Anti-Discrimination Act 1977

The Anti-Discrimination Act 1997 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by <RTO Name>, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

Commission for Children and Young People and Child Guardian Act 1998

The object of the Commission for Children and Young People and Child Guardian Act 1998 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland. For more information:

<http://www.legislation.nsw.gov.au/maintop/view/inforce/act+146+1998+cd+0+N>

For further information regarding the above legislation or to search for other legislation, visit the Office of the New South Wales Parliamentary Counsel (OQPC) <http://www.pco.nsw.gov.au/>