



Australian Hotels Association
WESTERN AUSTRALIA

38 Parliament Place West Perth WA 6005
PO Box 660 West Perth Western Australia 6872
T: 08 9321 7701 F: 08 9321 7730 W: www.ahawa.asn.au

Australian Hotels Association (WA) Hospitality Training Centre Code of Practice

1. Educational standards

The interests of our clients are paramount in our operations. We will be rigorous in maintaining practices that ensure clients receive training from qualified and competent trainers. We will ensure the facilities used in delivery of our training are appropriate for the instruction intended, that materials available to trainers and clients are appropriate, and that trainers are encouraged to further develop their own skills and knowledge.

Attendance to the courses is open to all candidates however legislation governs who may become a licensee/approved manager (contact the Department of Racing Gaming and Liquor for further details).

2. Marketing

The Association will market our training services with integrity, accuracy and professionalism and agrees to operate in accordance with the national protocol for the marketing of recognised training. We will ensure that information provided is accurate, fair and thorough.

3. Recruitment

Recruitment will be ethical and consistent with the requirements of the Equal Opportunity Act. Recruitment decisions will be fair and comply with the Equal Opportunity Act. All potential clients will be assessed for entrance to courses without bias and against the same criteria and all potential clients will have the opportunity to appeal any decision made at any time in the recruitment process. Courses will be structured to allow flexibility in delivery and assessment and be equitable to all. The Association will ensure that client selection decisions are fair and reasonable. However the Liquor Control Act governs entry to the course by stating who can hold a license or be an approved manager and therefore who requires training.

4. Fees, charges and refund policy

The Association will provide written information to clients within its application/enrolment form about all fees and charges prior to commencement of training and provide details of our fair and equitable refund policy. There will be no *refund* for withdrawal *during* the course, but participants will be permitted to complete the course at a later date at no extra cost.

5. Guide to assessment

Assessment information is provided on our website – www.ahawa.asn.au – see modules with pre-course information, at the start of the course and at the conclusion of the course or through interview for Recognition of Prior Learning. Instructions will be well documented and explained. As a client, it is your responsibility to read the information contained in the instructions and ask questions if you are not sure of any of the items.

You will be required to sign a negotiated Assessment Plan indicating your agreement to the process and a completion date. Should you be unable to complete the assessment by the required date, this can be re-negotiated with the assessor, however, your assessment must be completed within six months of registering for the course. It is important that the work that you are assessed on is your own. There may be occasions where additional evidence may be required by the assessor. If this is the case, it is your responsibility to provide this evidence in order to prove your competency.

Clients with **language, literacy and numeracy** needs will be assessed using holistic assessment based on whole workplace tasks. Where language and literacy may be a problem an interpreter can be organised or assessment can be conducted orally. Where numeracy skills are required, additional tasks will be provided to the Client to meet the requirements of the course.

Candidate Re-Assessment

Where a candidate is assessed as 'Not Yet Competent' they will be provided with the opportunity to be re-assessed on a similar task that relates to the relevant criteria, after they have had time to further practice the skills / knowledge.

The assessment, including the task, will be negotiated with the candidate. The Candidate will be contacted by phone, in the event the candidate is un-contactable, a letter informing the candidate of areas of where they are not yet competent.

The candidate will be allowed two additional attempts without charge. Assessments must be completed within six months of training.

Recognition of Prior Learning (RPL)

All clients will have the opportunity to apply for **RPL** where they consider they have sufficient evidence to meet the criteria without attending the course. Should you wish to apply for RPL, contact the staff at the Association and they will provide additional information to you in order for you to determine if you are eligible for Skills Recognition.

6. Guide to delivery

Courses will be customised to reflect the industry area in which you are working. Resources and course materials will be used to help you practice different skills so you can achieve competency in the course in which you are enrolled. They will be structured to allow flexibility in delivery and assessment and will be designed to be interactive.

7. Client support

All clients will be encouraged to contact the trainers and assessors whenever support is required and will be provided with contact details. Support can be provided in order to assist you to achieve the appropriate competencies.

8. Occupational Safety and Health

It is policy to promote and maintain the highest degree of health, safety and well-being of all clients by working in an environment which minimises the possibility of accidents and incidents.

9. Harassment, victimisation and bullying

Clients who feel that they have been harassed or discriminated against must report the grievance to the Association in writing – Attention the Training Manager. They will then be advised to contact a relevant organisation to seek information and support. Staff working for The Association reserve the right to remove a client from a course should they be considered disruptive to the detriment of other client's learning. The client will have the opportunity to negotiate re-entry into the course but fees will not be refunded.

10. Access to records

No information regarding the client will be disclosed to a third party without the written permission of the client. Clients who wish to access their records may do so in writing. They will be provided with a written record of their achievements to the date of the request. A fee will be charged for this service.

11. Resolving a Complaint/Grievance/Appeal

The AHA(WA) will ensure that candidates have a fair and equitable mechanism for resolving any complaints, grievances and/or appeals. A complaint/grievance/appeal must be lodged within a reasonable timeframe and the following procedures will apply:

1 - Procedure for implementation

If/when a complaint or grievance cannot be resolved informally, the following procedure applies.

Formal complaints/grievances must be submitted in writing to the AHA(WA) Training Manager (or delegated nominee). The complainant should submit a formal letter outlining the complaint/grievance via email to exec@ahawa.asn.au or mailed to:

AHA(WA) Training Manager
38 Parliament Place
West Perth WA, 6005

Receipt of the complaint/grievance will be acknowledged within five (5) working days.

The complaint/grievance process will commence within seven (7) working days

All reasonable measures will be taken to ensure a prompt resolution.

The AHA(WA) Training Manager (or delegated nominee) will advise the complainant of the process that will be followed, the time frames required and the relevant steps the complainant should take.

The AHA(WA) Training Manager (or delegated nominee) will provide a written report/response to the complainant outlining the steps that will be taken to address the complaint/grievance within ten (10) working days of receipt of the original complaint/grievance.

The AHA(WA) Training Manager will ensure that all substantiated complaints/grievances are acted upon.

The AHA(WA) will keep maintain electronic records of all complaints/grievances/appeals and their outcomes.

Stage 2 – Appeals Process

If the complainant is not satisfied with the outcome of their complaint/grievance and wish to appeal the decision/outcome provided by the AHA(WA) the next step is to lodge an external appeal with and independent third party arbitrator. The AHA(WA) agrees to the intervention of any qualified independent arbitrator to assess the complaint/grievance.

Should the grievance be found in favour of the AHA(WA), the costs will be borne by the Complainant. Should the grievance be found in favour of the Complaint, any reasonable costs will be refunded. All costs will need to be justified.

Stage 3 – Continuous Improvement

The AHA(WA) will take appropriate actions to implement improvements/changes where necessary in accordance with the outcomes of all validated and substantiated complaints/grievances.

12. Mutual Recognition

The Association will accept credentials issued by other Registered Training Organisations based in any State/Territory of Australia. The credential may be a Statement of Attainment for specific Units of Competency, or it may be a complete qualification such as a Certificate or a Diploma and have the appropriate logo on the credential. NB: Mutual recognition cannot be

granted based on a Statement of Results. The Certificate or Statement of Attainment MUST be sighted. Qualifications should include name and logo of the Registered Training Organization delivering the qualification, the title and code of the qualification, or unit of competency.

It must also be noted that the Legislation component of the Course in Liquor Licensing differs from state to state and therefore will require some extra training/testing.

13. Guidance

As members of the Association you are always welcome to request assistance in any area. The Association is able to advise on any training we deliver as well as put you in contact with other training providers if required.