

Student Handbook



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Serve It Up Training Pty Ltd trading as Serve It Up, RTO no. 22542 ABN: 151510897

Getting Started

The information contained in this Handbook includes important details about how Serve It Up (SIU) works, about what you can expect of Serve It Up and your rights and obligations as a student at Serve It Up. Please read all of it, carefully, and ask questions of Serve It Up staff about anything you do not understand.

If you require further information on any of our policies and procedures, contact the office and we will happily provide this for you.

If you want access to your student records (including participation and progress) this can be arranged by viewing these at head office. Call or email the office to arrange a time for a meeting.

If you are a trainee, please also refer to the traineeship handbook on our website and the related fact sheet.

About Us

SIU is a Registered Training Organisation (RTO), with the registration number 22542, providing Vocational Education and Training (VET).

SIU complies with the standards administered by the Victorian Qualification & Registration Authority (VRQA).

SIU is registered to conduct courses in a number of areas. These are listed on the on the official government training website. Please note that this scope is subject to change.

INCLUDES

Enrolment processes

Attendance & Assessment

Your obligations

How to make a complaint

Company policies & procedures

Health & Safety, Privacy

Phone: 1300 555 748

info@serveitup.com.au

www.serveitup.com.au

We have 1 Principal training venue, 62-64 Little Latrobe Street Melbourne, The Hospitality Team work at this building. The building contains 2 classrooms, plus a bar and restaurant training room.

Other training venues are sourced according to course and location, we often hire hospitality venues in areas close to student cohorts.

Information on content and vocational outcomes of courses can be obtained from individual course brochures and from SIU's website. SIU also complies with ACPETs Code of Ethics and Code of Practice.

Prior to Enrolment

Ensure you are aware of fees and charges for your course – link to fees on the home page of our website.

Ensure you have been provided with a course brochure and course information and this course is suitable for you.

Ensure you have been provided with a training plan and that you understand the training plan and have made changes if required; such as Recognition of Prior Learning (RPL) and Credit Transfer (CT).

Read this handbook and understand attendance requirements and other policies and procedures.

Remember attendance of face-to-face classes are essential, we don't do distance or online training.

If you are happy with all the above, then commence enrolment.

Enrolment will include successfully completing a Learning Literacy and Numeracy Test, Pre-Training Review, Enrolment form and signing a training plan.

Hospitality requires standards of appearance and personal hygiene. You must wear closed toe, non-slip shoes to class and must use Personal Protective Equipment (PPE) as directed by your trainer.

Course Marketing

If a person or company other than Serve It Up has directed you to consider a course with us and you are unhappy with their advice or information provided please contact Serve it Up immediately via phone or email.

Remember Serve It Up is the training organisation entirely responsible for the delivery of your training and assessment. Please contact Serve It Up head office (1300 555 748) directly if you have any concerns.

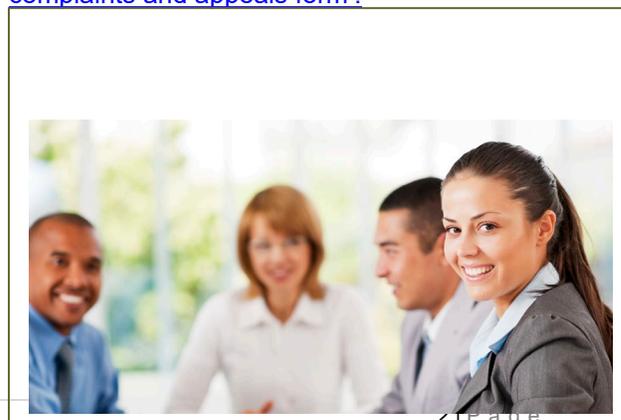
Serve It Up do not offer incentives of any kind to undertake our courses nor can we guarantee employment. If you were provided with any incentive from any person or company, please let us know immediately.

If another company represents themselves as the training organisation or misrepresents themselves as having a direct government endorsement, please inform us immediately.

If you have any concerns relating to the services provided by Serve It Up or another company that is involved in your training and assessment, please contact Serve It Up immediately via phone or email.

If you would like to make a more formal complaint about a third party please complete the ['general complaints and appeals form'](#).

*No student inducements are allowed,
contact us if you are concerned.*



Student Acceptance

To enrol in a course you must complete a Pre-Training review, Language, Literacy and Numeracy (LLN) assessment, Enrolment Form and submit the relevant documents (refer to course brochure and entrance requirements).

The enrolment and certain parts of the course are undertaken online so, as part of your Pre-Training Review, we will assess your digital and online literacy. We will endeavour to provide reasonable adjustment to students who, for various reasons, may not be able to complete online elements of the course.

Depending upon the nature of the course you are undertaking, progression to the next stage of a course will be determined by your satisfying the following criteria:

- Satisfactory performance in meeting course requirements
- Satisfactory work placement outcomes (if applicable)
- Satisfactory assessment results
- Satisfactory aptitude and attitude.

Please refer to the outline of your course for specific assessments relating to that course.

A copy of the signed agreement will be kept in your file along with any details of any fees and charges and refunds for a period of two years after the cessation of your study.

Communications

Serve It Up will contact you regularly throughout your course; with assessment feedback, news and course information. Please ensure that Serve It Up always has current contact information for you. This must include your current postal address and phone number at a minimum.

You'll be in contact with both your trainer and the Student Services staff at Head Office. Ensure you always respond to SMS and email contact asking about your progress. This helps us provide you with the best experience.

Fees and Charges

Tuition fees will vary depending on the course you are enrolling in, and will be affected by any concessions, for which you may be eligible, and your chosen electives and your eligibility for government funding. Fees will be discussed with you at your Pre-Training Interview and you will be provided with a statement of itemised fees, including the cost of any course materials.

Fees are subject to change based on market conditions, individual student circumstances and changes to the Skills First Funding Contract.

Serve It Up will publish on its statement of fees the approximate reimbursement it will receive from the state government per nominal hour of training for each funded qualification.

Students will be charged enrolment fees and material fees for each course. These are detailed on the statement of fees and charges on the home page of our website. Additional charges and reassessment fees are also noted on this statement.

Additional charges could include:

- Room hire fees
- Interpreters
- Reassessment fees
- Travel and accommodation charges
- One-one tutoring services
- Other educational support services

Remember: class attendance is essential!

Exemptions and Concessions

Students wishing to apply for a concession (a current Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Affairs Gold Card, or those who are a dependent of the holder of such a card) are required to provide evidence they are a concession card holder at the time of enrolment (no later). You need only pay the minimum tuition fee specified for each course category.

Material fees are not subject to a concession.

If a student is not a holder of a valid card or a dependent, as listed above, Serve It Up may grant a partial concession on a tuition fee where we consider that its collection in full would impose extreme hardship.

"Extreme Hardship" is not defined specifically, but the phrase indicates that the circumstances are exceptional.

When Fees are Due

Fees are due at the time of enrolment by cash, cheque or bank transfer or by committing to a payment plan. If materials are requirements of the course these must be purchased within 7 working days of commencing the course.

Serve It Up is a member of ACPET (Australian Council for Private Education and Training) which means we maintain Tuition Fee Protection Insurance (TPS) and are required to place all pre-paid tuition fees into a designated account.

We will not accept more than \$1500 in prepaid fees, for your protection.



Payment Plans

Payment plans can be made for course enrolment fees over \$150. A payment plan is when instalments against the full enrolment fee are set out over the duration of the course time-table. Material fees cannot be put in a payment plan and are required to be paid up-front on receiving the materials.

If a payment plan is agreed to the initial payment date must be the date of enrolment and/or the first class date.

If this payment is not received for the materials the student may cancelled or withdrawn from the qualification/course.

The material fee can be added to the direct debit form which is part of the payment plan form and the payment debited in the first payment on commencement of the course.

Refunds

Refer to the statement of fees and charges. Refund request forms and/or withdrawal or deferral forms are available on the website or from the head office. Please complete these forms and either post, email (info@serveitup.com.au) or hand deliver.

If you would like to appeal any decision made in relation to refunds, you can access our complaints and appeals process - a complaints and appeals form is also available on the website



Reassessment Fees

We cannot guarantee that you will successfully complete your training course. Successful completion is dependent on your skills & knowledge.

You may receive a Not Yet Competent (NYC) mark and need to undergo reassessment. A student will not be charged a Reassessment Fee if they are assessed as NYC during the in-class reassessment process and can complete reassessment in the scheduled catch up classes.

If a student is required to book in a reassessment to be conducted outside of class time, a reassessment Fee may apply. All Reassessment Fees are detailed in our Statement of Fees, found on our website.

Eligibility for Government Subsidised Training

You may be eligible for Skills First Funding if you:

- are an Australian citizen;
- are an Australian Permanent Resident (holder of a permanent visa);
- are a New Zealand citizen;
- are referred from either the Asylum Seeker Resource Centre or the Australian Red Cross Victims of Human Trafficking Program.

AND meet any of the following criteria:

- you are under 20 years of age;
- you are seeking to undertake a Foundation Skills course (i.e. English language, literacy and numeracy, self-management or job-readiness);
- you are a Victorian Apprentice; and/or,
- you are seeking a higher qualification than the highest qualification you already hold.

Further eligibility requirements may apply and can be changed depending on the current government requirements at the time of enrolment.

As eligibility requirements may change from time to time, please check with the head office to confirm your eligibility or via the Skills First Funding website.

If you're 20 years of age or more and you are eligible, think carefully about the course you choose because you won't necessarily be eligible for another government-subsidised place at the same level if you change your mind and decide you want to do a different course.

There still may be enrolment fees associated with a funded course. Check the statement of fees and charges.

Enrolment & Recognition of Prior Learning (RPL) and Credit Transfer

To enrol you must complete a **PTR and Enrolment Form** and submit it with your fee payment.

If you need qualifications or experience in order to undertake the course you have chosen, you will need to provide us with a completed **Recognition of Prior Learning (RPL)** and **Credit Transfer (CT) Application Form** and certified copies of any relevant documentation supporting your claims, such as a Statement of Attainment.

You can discuss the requirements for RPL & CT with Serve it Up staff at your pre-training interview or over the phone - applications forms are also available on the Serve it Up's website.

If your prior qualifications or experience meet the course entry requirements, and if the course is not yet full, we will enrol you in the course.

Serve It Up will automatically recognise any Australian Qualifications Framework (AQF) qualification granted by another Australian Registered Training Organisation (RTO).

Please ask Serve it Up's Student Services co-ordinator or other Serve it Up staff for an RPL form, which you can use to tell us about your previous training and experience.

Language, Literacy and Numeracy

In order to successfully complete most training, you will need:

- Reading competencies sufficient to understand class materials and documentation used typically within industry (such as technical literature, standards documentation, procedures manuals).

- Writing skills sufficient to prepare notes and assignments on knowledge gained from lectures, group discussions, industry experience and literature reviews, procedures, journals programs; participate in written assessment exercises (that is, quizzes and tests); complete other documents, such as a Work Placement Book;
- Personal organisational skills sufficient to work independently, self-manage learning activities and prepare material for presentation in class and to assessors in accordance with an agreed schedule;
- Communication skills sufficient to engage in group discussion issues in your area of training and to present work in class and to assessors;
- Numeracy skills sufficient to perform basic operations (addition, subtraction, multiplication and division) using a calculator.

If you do not have some or all of these skills, you may be eligible for Foundation Skills training. This will be discussed with you at your Pre-Training Interview.

Mode and Method of Assessment

- Written (includes short answer multiple choice, projects and case studies)
- Practical simulation/demonstration/role plays
- Oral questions

There is a written assessment for every unit of competency that will need to be completed at home. Some assessments will cover multiple units. The assessments required for each unit are listed on each student training plan.

Some parts of the course are completed on our online Learning Management System (LMS), Canvas. We'll provide reasonable adjustment for students who cannot complete online elements of the course.



Pre-Training Interview

An interview will be arranged with you to discuss the course, any Recognition of Prior Learning (RPL) and special needs you may have in respect of your training. If you have language, literacy or numeracy problems or a disability that may inhibit your participation in training, Serve it Up will make reasonable efforts to adapt delivery and assessment procedures to make them appropriate to your needs. To assist us in this process you may be requested to complete a pre-training review and/or LNN test, which may be part of your enrolment form or a separate form, depending on your requirements and the type of course you are enrolling in. Some courses will hold enrolment and orientation sessions prior to the course commencing, where you will attend a group information session. Should you choose to continue, you can commence your training that day. Or you can wait until you have had the chance to think about the course. We will not confirm your enrolment and access your Skills First Funding until week 3. If you attend classes from Week 3 onwards we will consider this confirmation you are committing to the course and will report your enrolment to the Government.

During our enrolment process, students are required to complete a Pre-Training review. This document outlines the literacy and numeracy requirements necessary to complete the courses offered. This form will also determine their digital literacy. As part of the enrolment process the trainer/assessor will mark this document and assess the student's eligibility to complete the course on the day of enrolment. The pre-training review will indicate if they need additional learning requirements.

Attendance

You should attend all classes (80% minimum required); classes include practical training & assessment and if you miss a face-to-face class you will miss crucial theory and may miss assessment.

Please inform your trainer or Head Office if you need to miss a class; we can help you arrange a make-up class. Student Services will contact you to arrange make-up classes if you continually miss class.

If you miss 20% or more face-to-face training classes or the first 2-3 training sessions of a course without approval by Serve It Up then you may be withdrawn from the course.

If you are disruptive, arrive late, leave early or miss too many classes this could result in official warning letters, cancellation or deferral of your studies.

Practical Placements & Log Books

Several courses will require you to complete service periods in a workplace or adequately simulated environment in order to gain competency. There may be a specific number of hours or shifts required and these will be documented in a logbook.

In most cases these arrangements will need to be approved by Serve It Up head office prior to commencing, via a workplace agreement. And a workplace supervisor will need to sign off on your shifts completed. A Serve it Up assessor may also come out and visit you in the workplace and assess your skills.

Assessment Procedures

Your course assessments are handed out by your trainer in class time. There is a downloadable handbook available to assist students with course material. As of 1st March, some qualifications will require Canvas (our new online learning platform). Students will be able to contact their trainer via the program or call the office if they require any assistance in navigating through this program.

An internet connection is required to operate Canvas, students have access to free wifi on campus and laptops are available for use upon request. Students are able to bring their own devices if they wish.

You must keep copies of all your completed assessments before you submit them. This is your responsibility.

Assessments can include a number of different forms of assessment for each unit.

Assessment methods and Instructions will be detailed inside each assessment. Methods can include but are not limited to: written questions, projects, portfolios, multiple-choice questions, practical demonstrations and oral questioning.

Students will **always** be given advance warning of the time and form of any assessment and will not be expected to sit an assessment for which they have not had time to prepare.

Students will be given an opportunity for **reassessment** for any competencies not achieved at the first attempt. We can provide reasonable adjustment for assessment to meet your individual needs.

You will be provided feedback on whether you passed your assessment/unit/course. Your Trainer will also tell you about other opportunities that they think would be valuable for you.

The trainer/assessor is required to assess and provide completed assessments to the RTO within 10 working days of receiving them from the students.

If you do not agree with your assessment, you can make a complaint to Serve it Up management, and if you are still not satisfied, then you have the right to get an independent expert to decide.

Reasonable Adjustment

We can vary the methods of assessment to suit your individual needs if required and if appropriate for the unit of competency. Discuss these with your assessor.

We will provide reasonable adjustment for students who cannot complete various online components of the course.

Learning materials

We present our course material in various ways to cover different learning styles:

- Interactive role plays
- Class discussions
- PowerPoint presentations
- Videos
- Guided content

Reassessment

If a student has been assessed as Not Yet Competent in a Unit of Competency during a semester/stage they will be given the opportunity to complete a reassessment during class time within the semester/stage based on their final assessment mark. You will not be charged a reassessment fee if they are assessed as Competent during the in-class reassessment process.

If a student is required to book in a reassessment to be conducted outside of class time, a reassessment fee may apply. A schedule of fees and charges is published on the Serve it Up website.

Unsatisfactory academic performance

If you are not progressing through the course at a suitable standard or demonstrate poor attendance you may be contacted or sent a warning letter for unsatisfactory academic performance. This may be a formal warning that if you do not improve your performance you may be withdrawn.

If you require extra help, ask your trainer or call the head office.

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity in undertaking their training course. Academic misconduct is defined as an attempt by a student to cheat, plagiarise- or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.

Students must not cheat (i.e. lie, copy someone else's work, or seek to trick or deceive a trainer) in submitted work and/or during assessments or examinations or plagiarise other people's work

A student is considered to be cheating if they seek to gain advantage by unfair means such as copying another student's work, or in any way mislead a Trainer/Assessor about their knowledge, ability, or the amount of original work they have done.

Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own. This includes copying and pasting large amounts of text from the internet.

If a student is believed to be or have been cheating or plagiarising, they will be issued with a formal warning letter 'unsatisfactory performance' which will detail the actions which are considered to be cheating or plagiarism.

Any penalty will be determined on a case-by-case basis between the training manager and the trainer/assessor and will be based on the severity of the student's misconduct.

Consequences

Suggested Consequences could include:

Cheat notes in a closed book test/exam **OR** Major plagiarism extensive copying for an assessment from an external source such as a textbook or the internet: NYC given to the student and student is required to re-complete the assessment in exam conditions in the city head office at the full theory reassessment fee \$100.

Copying another student's work: NYC given to the student and student is required to undergo oral questioning in the city head office at the rate of \$60 per hour.

Letting others copy their work: NYC given to the student and student is required to undergo reassessment, no fees charged.

Plagiarism, partial copying for an assessment from an external source such as a textbook or the internet: NYC given to the student and student is required to undergo oral questioning in the city head office at the rate of \$60 per hour.

You may contest any decision made by accessing the formal complaints and appeals process and completing the required forms.



Withdrawing from a course

If you do not come to your scheduled classes (4 weeks in a row) and we cannot contact you, you may be automatically withdrawn. We will send you a statement of attainment for any units you have successfully completed, if you have paid all outstanding fees.

If you wish to voluntarily withdraw please email info@serveitup.com.au and list your reason and your full name and qualification you are enrolled in, ideally you will also fill out the withdrawal form on our website. Please remember if you have enrolled in a government funded course but decided you don't want to continue, this will still count towards your funding eligibility. If you withdraw and then decide you do want to continue, we can recommence your enrolment in the same course/funding assuming the course and funding are still available and being trained and assessed.

Victorian Subsidised Training and Student Number (VSN)

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years. Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form. Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Unique Student Identifier (USI) and Victorian Student Numbers (VSN)

Serve it Up ensures that It complies with Victorian Student Number (VSN) reporting requirements and Unique student Identifier (USI) requirements and includes the VSN as specified in the Victorian VET Student Statistical Collection Guidelines.

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

Serve It Up will ask you for your USI (if you have one) at enrolment. We will help you to locate your USI if you can't recall it or we can apply for your USI on your behalf, if you grant us permission on your enrolment form. When Serve It Up applies for a USI on your behalf it will have access to previous study records unless you deny this access, via the online portal. Your USI will not be disclosed to anyone/company except as allowed by the Privacy Act 988. Refer to www.usi.gov.au for more information on your USI.

Certificate and Statement of Attainment

Students successfully completing **all assessment requirements** for a qualification will be awarded a Certificate for the level of the completed course.

If the information that you provide on your *Enrolment Form* is unclear and a replacement Certificate has to be produced because your details are incorrect, a fee of \$20.00 will be charged.

Students completing assessment **requirements for part of a qualification** will be awarded a Statement of Attainment indicating which modules or units of competency they have completed. The competencies to be achieved through training are detailed in the brochures for each course and will be discussed at your pre-enrolment interview.

No qualifications will be issued without a student's verified unique student identifier (USI).

Informal Complaint Process

Students are encouraged to solve any complaint through discussion with the person involved directly in an informal manner.

If the matter is not resolved through direct discussion, the student should complete a General Appeals Form available at Reception or on our webpage or send an email to the training manager info@serveitup.com.au or call the head office.

If the matter is not resolved within 5 Working Days, the student should follow the formal complaints and appeal procedures.

Issues are documented on the student database.



Complaints and Appeals

A complaint is when a student is dissatisfied with a service offered or treatment received at Serve It Up, by the office, trainers and assessors, other staff, other Serve It Up students or a third-party providing referral services.

An appeal is when a student believes a decision made by Serve It Up is unfair or incorrect and the student wants to have that decision reviewed.

Student complaints about assessor judgements of competence and/or alleged cheating or plagiarism are included in this policy.



Students who are concerned about the conduct of Serve It Up staff, trainers and assessors, students and/or third parties relating to Serve It Up and/or management are encouraged to attempt to resolve their concerns using this process. All complaints and appeals will be handled professionally, fairly and equitably and confidentially in order to achieve a satisfactory resolution. Students will be provided with details of the external appeal process.

At any stage in the internal complaint or appeal process, students are entitled to have a person of their choosing to accompany and support them. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.

Serve It Up will encourage the parties to approach a complaint or appeal with an open mind and to attempt to resolve problems through discussion and conciliation.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Serve It Up acknowledges the need for an appropriate external and independent agent to review the process followed by Serve It Up.

If there is any matter arising from a student complaint or appeal that proves to be a systemic issue which requires improvement action, the matter will be reported to Serve It Up management meeting as part of the continuous improvement process

Process

The process for students to follow is simple. If you are not happy after step one move onto the next step and so on.

1. Informal complaint
2. Formal complaint
3. Internal appeal
4. External appeal – costs associated for both parties
5. Report to the VRQA

Informal Complaint

Student or (other person) may make a complaint via phone, email, or verbally to an office staff member or trainer. Ideally the complaint is handled then and there if possible. However if the complaint cannot be resolved at that time it should be escalated.

All complaints that are justified should be documented in the complaints and appeals register by the authorised staff member, in addition these should be added to the student file in VETTrak (personal details customer field).

The person receiving the complaint can then inform the coordinator in writing (via email to info@serveitup.com.au). Always ask the complainant if they are happy with this prior to emailing potentially confidential information. The coordinator then has a maximum of 5 working days to resolve the complaint with the student (or other person).

If the student is still not happy with the result, they must ensure they have lodged a formal complaint and appeal form, via info@serveitup.com.au and this then turns into a formal internal complaint that can be formally appealed.

Formal Internal Complaint

Serve It Up must respond in writing (via email if possible) to any lodged complaint and appeal form within 5 business days. If the student is not happy with the resolution documented by Serve It Up, they have 30 days to appeal the decision.

The Appeal

The appeal should be in the form of a face-to-face meeting with the CEO and student in which the issues and resolutions will be formally documented. To book an appeal meeting the student can call the office of email info@serveitup.com.au. The appeal meeting must be heard no later than 5 business days after receiving the request, unless a later date is requested by the student. Each party may bring with them a third party or advocate. Alternatively, if any party involved is unable to attend the meeting, the Serve It Up CEO or their delegate may contact them and allow them to respond in writing in relation to the complaint or appeal. The student will have an opportunity to formally present their case. And Serve It Up will have the chance to respond with why their decision was made.

Discussion, decisions and solutions should be documented and signed by both parties. Copies will be kept on the students file. If the student is still not happy with the result they can lodge an external complaint. Where Serve It Up considers more than 60 calendar days are required to process and finalise the complaint or appeal, Serve It Up, informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and regularly updates the complainant or appellant on the progress of the matter.

External appeal process

If a student is not satisfied with the processes followed by Serve It Up in relation to their complaint or appeal, they are advised to request mediation via our external appeals company, Mediation Institute Pty Ltd. They provide a formal, external and independent dispute resolution service.

Schedule of Fees

Consulting work is charged on a per hour or at an agreed fee rate for service depending on the complexity of the work required.

External appeals are charged on a per appeal rate of \$250 per appeal (per independent party)

Education Mediation rates vary between \$220 - \$350 per hour depending on the qualifications of the facilitator

A mandatory pre-mediation session is required with each party (charged at \$190 per session) with mediation charged at an hourly rate with advice regarding recommended duration provided in advance.

All fees are GST inclusive.

If a student chooses to use this complaints and appeals process, the student's enrolment will be maintained during the process. Details and outcomes of the External Appeals process will be documented in the student's file.

Appealing to the VRQA

If students are still not satisfied with the result from the external appeals process, they can then report the complaint directly to the VRQA.

<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

Records of Complaints and Appeals

A record of all complaints and appeals will be maintained in the student VETtrak files and in the spate Complaints register (password protected). On request, students may obtain a copy of the information about them that is stored on the database or in VETtrak Initiating this process does not inhibit student's rights to pursue other legal remedies. Serve It Up acknowledges that students are entitled to resolve any dispute by exercising their rights to other legal remedies.

Outcomes

If the internal or external complaint handling or process results in a decision that supports the student, Serve It Up will immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.

Code of Conduct for Students

The Code forms part of each Student Agreement. Every student (except short course students) is required to initial the section in their Agreement indicating that they have read and understood the Code. The Code is to be adhered to by students at all times

The Code provides, inter alia:

- The student is expected to observe the Serve it Up Code of Conduct and any applicable Health and Safety requirements at all times when on Serve it Up premises and when attending training arranged by Serve it Up at any location, including a work placement.
- The student is expected to attend classes in appropriate clothing footwear.
- The student is expected to regularly and punctually attend classes. Refer to the attendance policy.
- The student is expected to maintain their personal hygiene at all times.
- The student must follow any directions given by Serve it Up staff in order to ensure a safe and secure educational and working environment.
- The student must keep their workplace in a clean, neat and tidy condition.
- The student must not cheat (i.e. lie, copy others work, trick or deceive) in submitted work and/or during assessments or examinations or plagiarise other people's work.
- The student must not consume alcohol or illicit drugs or be affected by alcohol or illicit drugs when attending Serve it Up classes or premises.
- The student must not steal from any person or from Serve it Up or cause damage to any Serve it Up property.
- The student must not disrupt the classes or fail to comply with an instruction provided by Serve it Up at any time.
- The student must not participate in bullying, intimidating and/or physically aggressive behaviour ("assault") towards any person.
- The student is expected to pay all accounts, fees and fines in full when they fall due.

Breaches of the Code

Non-compliance with the Student Code of Conduct will result in the following disciplinary proceedings being initiated.

In the first instance, a member of Serve it Up staff will contact a student in apparent breach of the Code to discuss the issue or behaviour to determine how the breach might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)

Where the issue or behaviour continues, students will be invited for a personal interview with the Training Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)

If the issue or behaviour continues, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.

At any stage of this procedure, students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

Breaches under paragraphs (h to o) in the code of practice are potentially more serious for students and/or staff. Action appropriate to the particular circumstances will be taken to ensure that no member of staff or any student is placed in an unsafe situation. All action taken may be noted on the student's file. Action taken by Serve it Up staff may be subject to the complaints and appeals process.

The CEO must, prior to implementation, approve any discipline actions arising from disciplinary proceedings under the Student Code of Conduct.

Equity and Equal Opportunity (EEO)

Serve it Up is committed to the principles of equity and equal opportunity aimed at providing a safe, harmonious workplace and learning environment, free from harassment and discrimination. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Every applicant who meets the entry requirements as prescribed by the appropriate Training Package and or 'Key Selection Criteria' will be accepted into any training/assessment program.

Some programs may have a limited number of vacancies and these will be filled in chronological order upon completion of enrolment interview. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts will be made to assist them to identify alternative training options for them. Serve it Up's staff have been instructed in their responsibilities with regard to Access and Equity principles.

Serve it Up is committed to assisting those with special needs. This may include persons with disabilities, mature age adults, long-term unemployed adults, adults with low self-esteem / confidence, adults requiring literacy/numeracy assistance and single parents.

Please feel free to raise with Serve it Up staff any issues around equity and special needs that might affect you.

Trainers and Assessors

All trainers and assessors working for Serve it Up hold a formal qualification in Training and Assessment which is in line with the current Standards for RTOs 2015.

Each trainer is required to complete regular professional development which is tracked by our organisation.

Harassment and bullying

Bullying or intimidation of other persons is unacceptable, illegal, and will not be condoned. Any student and/or employee with concerns regarding workplace bullying or intimidation should report to the CEO of Serve It Up or their nominated representative as a matter of urgency.

If you feel that any student or any staff member has harassed you, please ask to speak with the Training Manager.

Disciplinary Procedures

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any way, will face disciplinary action. This may involve asking the student to leave the course immediately, and in extreme circumstances, may involve a report to Victoria Police.



Health and Safety

Fire & Emergency Drill Procedures

There are emergency exits on each floor. You will be shown where they are during your orientation session, and there are exit signs throughout Serve it Up indicating how to find them. In the event of a fire or emergency, follow the directions of Serve it Up staff, in particular, the Floor Warden (Yellow hat) and the Wardens (Red hat).

There are two warning signals in the event of an emergency in the building. Firstly you will hear a continuous "beep, beep" sound which warns that there is a problem somewhere in the building. You are not required to leave the building but will be informed of what action to take. If the signal changes to a "whoop whoop" sound you must evacuate the building.

Evacuation Plan maps are posted in all areas.

Hazards

Remember, during your time at Serve it Up, it is your responsibility to contribute to a safe working environment.

If you notice any hazard or potential danger within Serve it Up it should be reported immediately to your trainer or other Serve it Up staff.

Emergencies/First Aid

In the event of an incident involving injury or a medical emergency, please advise your trainer or other staff immediately or call 000. You will be advised of the location of First-Aid kits during your orientation.



No smoking policy

Serve it Up has a no smoking policy that prohibits smoking anywhere in the building, including toilets. Smoking within 4 meters of a building doorway is also an offence which carries a fine.

Students should not smoke at the front of the building. If you must smoke, please exit the building and move away, extinguish the butt and dispose of it safely in a rubbish bin or butt bin.



Education & Welfare Support Services

Trainer/Assessors - Students need to attend a class each week for the duration of face to face classes. Trainers are available for questions and additional help offered at the end of class. Any queries sent to trainers by students via email will be answered within two business days. Students that have assessments that are submitted will be marked by the trainer according to the marking guidelines. An email will be sent and help offered via a one on one session with a trainer for assessments deemed not yet competent.

Student Support Services Officer - One on one sessions are available with our student support services officer who is a qualified trainer and assessor. This representative is available for students to work through any assessments they need help with, post completion of face to face classes or needing additional explanation about a particular assessment after attending the class. Students have free access to this service and are able to make as many appointments as they need.

Office Administration Team - The administration team located at our head office 62-64 Little La Trobe St, Melbourne are available from Monday – Friday 9am – 5.30pm (public holiday excluded) for any queries the student may have in relation to their class or course. The team are always willing to assist as much as we can.

Serve it Up can offer support to students who need additional language, literacy or numeracy support. These services can vary depending on individual student requirements.

If you just need some extra help, book tutoring time (no cost) with our full-time trainer.

If you wish to undertake a course but do not meet the required LLN levels you have the option to undertake LLN tutoring or special classes simultaneously to your course at your own cost. However, we do not recommend this and suggest you increase your LLN levels prior to enrolment.

If you wish to obtain this extra support we can refer you to a specialist organisation and you will need to provide us evidence of the training being undertaken before we can accept your enrolment.

If, after enrolment, Serve it Up identify that you need additional help to complete this qualification Serve it Up will ensure you are provided with reasonable support services at no additional cost. This may include but is not limited to:

- Interpreter
- Trainers aid
- One-one-one help with trainer/assessor
- Online support services
- Additional classes
- Longer classes

External LLN support can be sourced from other RTOs such as Centre for Adult Education. Serve it Up has a designated member of staff to be the official contact point for students. The Training Manager has access to up-to-date details of Serve it Up's support services.

If it is identified by our staff that you may require support, welfare or guidance, Serve it Up will put you in touch with the appropriate service providers. For example, if it is identified through your literacy and numeracy assessment that you need assistance in this area, or you ask for help in this area, Serve it Up may refer you to the Council for Adult Education, if Serve it Up does not itself have a program appropriate to your particular needs. The third party providing those services may charge you a fee.

Serve it Up will provide students the opportunity to access welfare-related advice to assist with issues that may arise during their study, including course progress, attendance requirements and accommodation issues.

We also recommend the "Helping Out Booklet", a guide to finding support services and agencies in Melbourne. You can access the link here:

<https://www.melbourne.vic.gov.au/sitecollectiondocuments/helping-out-booklet-map.pdf>



Helpful Contacts/Useful Links

Victorian Registrations Authority - Victorian Department which oversees training

www.vrqa.vic.gov.au Ph: 1300 701 801

Australian Quality Training Framework - Oversees training at national level

www.training.com.au Ph: 9637 2806

WageNet - Advice on wage rates

Ph:1300363264 <http://www.wagenet.gov.au>

Department of Health & Aging - Overseas Student Health Cover

www.health.gov.au

Department of Immigration & Citizenship - Visa issues

Ph: 1300 364 613 www.immi.gov.au

Department of Education, Employment & Workplace Relations

Overall responsibility for administering training and education and workplace relations in Australia

Ph: 1300 363 079

Police - Security issues

Ph: 000 in an emergency
www.police.vic.gov.au

Melbourne City Medical Centre - Medical issues

222 Exhibition Street, Melbourne

Ph: 9639 9600

Metro Trains - Public Transport

www.metrotrains.com.au

Student Surveys

You may be provided with surveys throughout your course. One internal survey that is quick and gives us specific information on how we can improve our services. You will also be asked to answer a government survey (AQTF) which will be provided at the end of your course via an email link. In addition, you may be contacted by NCVET or the department of higher Education Skills Group to participate in one of their surveys, these are optional. For more information on these government surveys go to policies and procedures on our website.

If at any time throughout your studies you wish to provide us with comments, suggestions etc please call us, speak to your trainer or even email the office. We appreciate all feedback.

Relevant Legislation & Contacts

A range of legislation is applicable to Serve it Up staff and students. Information on relevant legislation can be found as follows.

Occupational Health & Safety

www.worksafe.vic.gov.au

Equal Employment and Educational Opportunity

www.humanrightscommission.vic.gov.au

Vocational Education & Training

www.skills.vic.gov.au

Privacy

www.privacy.gov.au

National Regulation of Training

www.asqa.gov.au

Training courses

www.training.gov.au

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met by Serve it Up. Please refer to the above web sites or contact your trainer or Student Services if you require further information.

Enrolment Terms & Conditions - Short Courses

Privacy Statement & Acknowledgement

Your privacy is important to Serve It Up. All personal information about you is treated in the manner required under the National Privacy Principles as set out in the Privacy Act 1988, Privacy Amendment (Private Sector) Act 2000 and the Australian Information Commissioners Act 2010 or other relevant acts. I understand that Serve It Up is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines - which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. This information may include personal and contact details, course enrolment details and changes. Personal information includes but is not limited to information concerning your work, studies, ethnicity, gender, living arrangements and languages spoken. You may request access at any time to information that we hold about you, and you have the right to ask us to correct information if you believe that information about you is inaccurate, incomplete or out of date. We will only disclose your personal information to others if you provide Serve It Up with a written request or where the law permits or requires Serve It Up to do so. For more information in relation to how student information may be used or disclosed please contact Serve It Up on phone [1300555748] or email [info@serveitup.com.au].

National Centre for Vocational Education Research Privacy Notice

Under the Data Provision Requirements 2012, [insert RTO name] 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 [insert RTO name] for statistical, administrative, regulatory and research purposes. [insert RTO name] 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).

Statement of Attainment

If you withdraw, cancel or transfer after successfully completing a unit of competency, semester or stage in which you enrolled, you will be entitled to receive at no cost a formal Statement of Attainment for the units you have successfully completed provided you have paid in full all tuition fees relating to that unit of competency, semester or stage.

Recognition of Prior Learning and or Credit Transfer

If you have qualifications and/or experience for which you wish to obtain credit, please complete a Recognition of Prior Learning (RPL) or Credit Transfer Application Form. These can be downloaded from our website or provided by the office.

Media Consent

Your assessor may take photos/videos of you in class that will help to show competency for certain skills demonstrated in the training sessions. These photos might also be used in advertising material of our website and other social media. Please let your trainer know that you do not wish to participate in any photographs.

Complaints & Appeals

Serve It Up recognises that students will occasionally have a grievance concerning their courses or other administrative matters. Serve It Up is committed to ensuring a clear, fair and equitable process aimed at positive resolutions and the restoration of positive and cooperative relationships. The complaints and appeal process, including referral to an external organisation will be at minimal or no cost to the student. Serve It Up will maintain the student's enrolment during the period of the complaint or appeal. If you have a complaint, please see any of our staff (or download from the website) and obtain a copy of the *General Appeals Form* and the policy in our student handbook. Staff will try to solve the problem with you, and if you wish will also help you to fill out a complaint form. If you do not agree with the outcome of your complaint, you have the right to have an independent expert (someone you know of and trust, and that is acceptable to us) decide what is to happen.

Fees & Charges

Tuition fees will vary depending on the course you are enrolling in, concessions that may apply, and your chosen electives. You will have been provided with a statement of fees, if you would like to see another copy ask the office, your assessor or download directly from the website. Fees are compulsory and if not paid you will not be issued with your certificate or qualification.

Prior Qualifications & Funding

For funding and entry purposes to courses, Serve It Up is required to collect the highest Australian qualification you have obtained as well as any other courses commenced or due to commence. If you provide incorrect information or omit information about current, past or future courses, and this results in your ineligibility for funding, then Serve It Up has the right to change your fee structure to the appropriate tuition fee as listed on our website.

Refunds

- No refunds are provided for training that has been delivered
- If Serve It Up cancels a course a refund of all fees is paid to the student or client unless satisfactory alternative arrangements can be made

- 'Applications to withdraw from studies' requests received up to 10 Working Days prior to commencement of a course will be approved and a full refund, minus \$50 to cover the costs of administration, will be paid.
- Cancellation/Withdrawal requests received less than 10 Working Days prior to commencement or after commencement of a course will not be approved and no refund will be paid.
- Cancellations/Withdrawal will only be accepted if they are received in writing via email, fax, post or by hand delivery.
- If a refund is approved because a class was badly conducted or a tutor was inept, and the student has attended at least two (2) classes, a full refund will be made.
- If a student attends at least 1 class and then requests a refund on grounds other than class conduct - no refund will be made.
- At the discretion of the CEO additional refunds can be processed.

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2017, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2017 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Serve It Up will apply for your USI on your behalf, using the information provided in the enrolment forms. When Serve It Up applies for a USI on your behalf it will have access to previous study records unless you deny this access, via the online portal. Your USI will not be disclosed to anyone/company except as allowed by the Privacy Act 988. We can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/>. If you would like us to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf>. The link to the PDF is on our website. Refer to www.usi.gov.au for more information on your USI.

Victorian Subsidised Training and Student Number (VSN)

This part is to be completed by all students aged up to 24 years. Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years. Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form. Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Enrolment Terms & Conditions – Full Qualifications

National Centre for Vocational Education Research Privacy Notice

Under the Data Provision Requirements 2012, [insert RTO name] 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 [insert RTO name] for statistical, administrative, regulatory and research purposes. [insert RTO name] 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 NC VER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data:

Serve It Up is required to provide the Department with student and training activity data. This includes personal information collected in the Serve It Up enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Serve It Up provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

Use of your data:

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning. A student's USI may be used for specific VET purposes including the verification of student data provided by [Serve It Up]; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact [Serve It Up]'s Privacy Officer in the first instance by phone [1300555748] or email [info@serveitup.com.au].

Further information For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

For further information about Unique Student Identifiers, including access, correction and complaints, go to <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

Statement of Attainment

If you withdraw, cancel or transfer after successfully completing a unit of competency, semester or stage in which you enrolled, you will be entitled to receive at no cost a formal Statement of

Attainment for the units you have successfully completed provided you have paid in full all tuition fees relating to that unit of competency, semester or stage.

Recognition of Prior Learning and or Credit Transfer

If you have qualifications and/or experience for which you wish to obtain credit, please complete a *Recognition of Prior Learning (RPL) or Credit Transfer Application Form*. These can be downloaded from our website or provided by the office.

Media Consent

Your assessor may take photos/videos of you in class that will help to show competency for certain skills demonstrated in the training sessions. These photos might also be used in advertising material of our website and other social media. If you do not wish for your photos to be used for assessment and possible advertising please let them know in class and do not allow the photo to be taken.

Complaints & Appeals

Serve It Up recognises that students will occasionally have a grievance concerning their courses or other administrative matters. Serve It Up is committed to ensuring a clear, fair and equitable process aimed at positive resolutions and the restoration of positive and cooperative relationships. The complaints and appeal process, including referral to an external organisation will be at minimal or no cost to the student. Serve It Up will maintain the student's enrolment during the period of the complaint or appeal. If you have a complaint, please see any of our staff (or download from the website) and obtain a copy of the *General Appeals Form* and the policy in our student handbook. Staff will try to solve the problem with you, and if you wish will also help you to fill out a complaint form. If you do not agree with the outcome of your complaint, you have the right to have an independent expert (someone you know of and trust, and that is acceptable to us) decide what is to happen.

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Tuition fees will vary depending on the course you are enrolling in, concessions that may apply, and your chosen electives. You will have been provided with a statement of fees, if you would like to see another copy ask the office, your assessor or download directly from the website. Fees are compulsory and if not paid you will not be issued with your certificate or qualification.

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For funding and entry purposes to courses, Serve It Up is required to collect the highest Australian qualification you have obtained as well as any other courses commenced or due to commence. If you provide incorrect information or omit information about current, past or future courses, and this results in your ineligibility for funding, then Serve It Up has the right to change your fee structure to the appropriate tuition fee as listed on our website. Check your eligibility and funding conditions online at Victorian Skills gateway. You can begin up to two government subsidised courses in one year and do up to two government subsidised courses at the same time if eligible. (These limits may not apply to Apprenticeships. For more information on these courses speak with an authorized delegate of Serve It Up.) You can begin up to two government subsidised courses at the same qualification level (other than Foundation Skills) in your lifetime, regardless of whether you complete them. There is no lifetime limit on the number of Foundation Skills courses you can begin.

Refunds

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