



# INDUSTRYLINK TRAINING™



## Student Handbook



## Table of contents:

 <b>Welcome to Industrylink Training - a bit about us</b>	<b>3</b>
 <b>Our mission</b>	<b>3</b>
 <b>Location and contact details</b>	<b>4</b>
 <b>What is VET?</b>	<b>5</b>
 <b>Unique Student Identifier (USI)</b>	<b>5</b>
 <b>How do I enrol in a course?</b>	<b>5</b>
 <b>Courses offered</b>	<b>6</b>
 <b>Course fees and refund policy</b>	<b>7</b>
 <b>Student dress code</b>	<b>8</b>
 <b>Frequently asked questions</b>	<b>9</b>
 <b>Issuance of qualifications</b>	<b>11</b>
 <b>Training and assessment records</b>	<b>11</b>
 <b>Industrylink Training policies</b>	<b>12</b>

**This handbook contains information, policies and procedures relevant to the course you are about to undertake. It is important that you read this handbook carefully so that you understand your rights and responsibilities. The guidelines provided in this handbook apply to any premises or locations used by Industrylink Training to conduct training and assessment activities. These guidelines are in place to protect all students and to enhance your learning experience.**

## Welcome to Industrylink Training - a bit about us:

Industrylink is a Registered Training Organisation (60177) specialising in the provision of Nationally Recognised Training in the hospitality and tourism sector. Although based in Hobart, we deliver across the whole of the state of Tasmania, our aim being that we can focus on consistency in state-wide product and service standards. Since our inception in 2006, we've been very proud to issue around 1000 qualifications in the various hospitality fields.

Our training and learning environment is one that is friendly and safe whilst professional and accessible, as we are dedicated to ensuring an effective atmosphere for outstanding outcomes. We are an equitable organisation promoting honesty, fairness and opportunity.

Our organisation adheres to the registered standards as we facilitate the delivery of Nationally Accredited qualifications and skill sets throughout Tasmania, resulting in outcomes of excellence. We pride ourselves on our exceptional quality assurance, and we regularly review our products and services offered, to ensure modifications and changes are made to exceed client and industry expectation.

We have consciously maintained our identity as a dedicated specialist in our industry as we continue to fine-tune our product and have elected to focus within a scope in which we have a great deal of expertise. We want to change the general perception of the Hospitality Industry, to truly create opportunities to further the student's career paths, rather than it being seen as a job of last resort, or as means to an end, such as to fund university studies or to supplement income.

## Our mission:

We are a young, vibrant, Australian owned company with our simple mission being:

*"To significantly contribute to a Hospitality and Tourism industry that reflects Tasmania's World-class local offering and unforgettable environment."*

Subsequently, our focus to be successful in our own mission is threefold:

- Employ the best people, and support, encourage and nurture them in their pursuit of excellence
- Engage with the best employers. We have terrific relationships with businesses who nurture their employees and who are prepared to travel with us "on the journey" to support their apprentices through their training to a successful outcome. In turn, we actively encourage other employers to have the same pursuits.
- We strive to have the best product. We continually fine-tune our practices and delivery of training to what we consider to be the best, most thorough and industry-relevant training in the current environment.

## Location and contact details:

Our Industrylink Training Office is located at 213 Harrington Street in Hobart. We're easy to find – we're right on the corner of Harrington and Patrick Streets – diagonally across the road from St Mary's Cathedral!

Our office is open from 9.00am to 5.00pm Monday to Friday.



**HOW TO CONTACT US . . .** Telephone: (03) 6231 0677 Fax: (03) 6231 0455

General administrative or student enquiries:	Gretchen	<a href="mailto:gretchen@industry-link.com.au">gretchen@industry-link.com.au</a>
General training enquiries:	Michelle	<a href="mailto:michelle@industry-link.com.au">michelle@industry-link.com.au</a>
Marketing or business enquiries:	Tony	<a href="mailto:tony@industry-link.com.au">tony@industry-link.com.au</a>

**Payroll and award enquiries:** Please discuss with your employer or your Apprenticeship Network Provider (ANP)

Visit our website [www.industry-link.com.au](http://www.industry-link.com.au) or our Facebook page:  
<https://www.facebook.com/pages/Industrylink-Culinary-School-of-Excellence/113845245382870?ref=hl>

## What is VET?

**What does “VET” stand for?**

Vocational Education and Training - training people in work skills and the trades.

**What does “ANP” stand for?**

Every apprentice needs to sign up with an Apprenticeship Network Provider. ANPs are contracted by the Commonwealth Government to provide information, advice and support to employers and apprentices about apprenticeships. They assist with the sign up of training contracts, as well as assess, approve and process the payment of Commonwealth incentives. There are 3 ANPs operating in southern Tasmania – MAS National (Making Apprenticeships Simple), MEGT and JobNet.

MAS National	1300 139 566
JobNet Tasmania	1300 367 776
MEGT (Australia) Ltd	136 348

## Unique Student Identifier (USI):

From 1 January 2015, if you are undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) like Industrylink you will need to have a USI. A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

To apply for your USI, to watch an informative short video, for a fact sheet or for any general queries about the USI please visit [www.usi.gov.au](http://www.usi.gov.au).

You will be required to provide Industrylink Training with your USI when you enrol with us. Should you want us to assist you to apply for a USI, you will need to have a current valid form of ID with you, such as a Drivers License or your Medicare Card.

## How do I enrol in a course?

Call the office and book an appointment with Tony. He will arrange for you to come to the school for a tour and a chat, or alternatively, he can come out to your workplace to talk to you and your employer about training.

Prior to enrolling in a course, we need to make sure that you understand the level of dedication required by a student to successfully complete a qualification. Whilst we are always happy to provide as much encouragement and guidance as we can, the buck stops with you. Your learning outcome is only as successful as the effort you put in, and you do need to put in time and effort. Please

understand that you will need to complete homework, assignments and extra-curricular activities such as field trips, in addition to your studying at the college in order to reach your qualification goals. You will need to have a good understanding of English, and an acceptable level of literacy, language and numeracy relevant to your chosen qualification.

To ensure you are choosing the right course and that you have the ability to successfully complete your chosen qualification, we will require you to complete a short “Literacy, Language and Numeracy” quiz prior to enrolling with us.

Once you’ve decided you do wish to sign up to do a course you will need to fill out an enrolment form, so have all of your personal details handy. If you have completed any prior VET study with other training organisations, or at school, please make sure you have copies of any “Statement of Attainment” with you. Also ensure you have your USI handy to give to us. Current nationally recognised training on Industrylink Training’s scope:

<b>Course Code</b>	<b>Course Name</b>
<b>SIT10213</b>	<b>Certificate I in Hospitality</b>
<b>SIT30713</b>	<b>Certificate III in Hospitality</b>
<b>SIT30813</b>	<b>Certificate III in Commercial Cookery</b>
<b>SIT50313</b>	<b>Diploma of Hospitality</b>

We also deliver Master Classes, according to industry needs and the latest trends. Whilst there is not a publicised schedule for these, we advertise any upcoming Master Classes on our website <http://www.industry-link.com.au/master-class> or on our Facebook Page.

In the past 12 months we’ve run the following Master Classes:

- Thai Kitchen to the World
- China Eats
- RSA (Responsible Service of Alcohol)
- Barista Basics.

Like us on Facebook to keep updated!



## Course fees and refund policy:

Industrylink Training charges an “Annual Student Fee” of \$500 per year to all Apprentices enrolled in a Commercial Cookery or Patisserie qualification. This fee is charged initially, 3 months after enrolment, and then every 12 months thereafter. If you leave your employer and your course of study is cancelled as a consequence, there is no refund of the \$500 annual fee.

You will be required to purchase and maintain your own chef’s uniform and tool kit. As these can be a high expense initially, Apprentices are eligible to apply for a Trade Support Loan. Apprenticeship Network Providers administer the Trade Support Loans. Your ANP will be able to explain this in detail to you. A handy website to look up information about this scheme is:

<http://www.australianapprenticeships.gov.au/>

For any Hospitality Trainee studying a Front-of-House qualification at any level (Certificate 1,2,3, 4 or Diploma), the course fee depends upon which qualification you’re undertaking, and whether or not your employer is contributing to the cost of the course. As this varies with each student, we’ll talk to you on an individual basis when you enrol with us, and ensure that you have been provided with a contract stating all of the applicable course fees. If you have paid fees in advance for specific units of study, but leave the course without undertaking those particular units, we will refund you any unused fees paid in advance to us.

For more details about our Refund Policy, you may ask at Reception for a copy.

## Student dress code:

All students of Industrylink Training are expected to wear appropriate attire when attending training or when in the administration office. Students are expected to dress neatly and to exercise common sense in selecting clothing and footwear appropriate for a training environment.

It is a strict requirement that apprentices wear full chef's uniform to each practical session in order to maintain professional and safety standards. Industrylink defines this as:

- Clean, ironed white chef's coat
- Chef's cap \*
- Clean, ironed apron
- Black or chequered pants
- Non-slip, covered shoes

\*You will be required to purchase a paper chef's hat at a cost of \$3 if you forget to bring one.

The following general rules apply when on Industrylink premises:

### Good Hygiene

Showering and using anti-perspirant every day are expected. If you ride a bike to training or engage in other athletic activity before coming to class, remember to bring an anti-perspirant and your clean uniform/clothes with you, so you can freshen up. If you have been smoking, please be aware that the smell can linger, and ensure you can mask the smell with mints, or by brushing your teeth.

### Clean Hair

Hair should be kept neat and clean. Hair restraints are required when working with food.

### Clean Appropriate Clothing

Clothing should always be clean, neat, crisply ironed, and fit correctly. T-shirts with provocative sayings and/or pictures and tank-tops are not appropriate at the school. In the kitchen, you are expected to wear your complete uniform, including hats/caps.

### Shoes

Must be kept neat and clean. For safety precautions, the wearing of sports shoes, open toed shoes or sandal type shoes should not be worn in any food preparation or kitchen areas.

### Moderation in Jewellery

Excessive jewellery or erotic/subculture jewellery is inappropriate and not acceptable at Industrylink.

### Subtle Fragrances

Fragrances should never be overpowering.

### Clean Hands and Manicured Nails

Particular attention should be paid to hands and nails, especially if training in, working or assisting in a restaurant or bar situation, or in public areas. Nails should be clean and neatly manicured.

## Frequently asked questions:

### **I've signed up to my course. What happens next?**

**Our Training Coordinator will arrange an initial meeting with you. This is to get to know one another, explain the training process to you, decide which elective units to enrol you in, schedule classes and on-the-job visits and to establish if you have prior experience which you may receive recognition for. You will be advised who your trainer is, how to contact them and we will be happy to answer any queries you may have regarding your training journey with us.**

### **What is the format for training?**

**Your training will be tailored to best meet the needs of yourself and your employer. Generally speaking, Commercial Cookery training is made up of a combination of classes, one-on-one meetings, group assessments and on-the-job visits. For people living outside of metropolitan areas, some online delivery can also be arranged. Front of House training is often delivered in a combination of small class groups and on the job training in your workplace.**

### **How much time will I need to invest in my training?**

**Industrylink delivers training between February and November, with a break over the busy summer tourist season. In most cases, Commercial Cookery training takes place for one 6-8 hour day each three weeks, with each day including practical and theory lessons. Additionally, you will be required to participate in up to 3 practical cookery group assessments scheduled through the year. Some units will have brief homework activities or reading set in order to reinforce your skills between lessons. Front of House training will be negotiated with your employer, depending on your hours of work. Any scheduled classes usually run for a 2 hour period, however we may sometimes take a full day to deliver a cluster of units for Front of House staff.**

**We are committed to investing every bit as much effort in your training as you do!**

### **How long will my course go for?**

**This depends a lot on your level of motivation, prior experience, existing qualifications and the amount of time that you can devote to your training.**

**The average time taken to complete a Certificate III in Commercial Cookery is 3 years. Front of House qualifications can take anything from as little as 3 months, up to 2 years, depending of which particular course, and how often you are available for classes. There is room for extension in certain circumstances. Feel free to discuss this with us if you have any concerns about timeframes.**

### **Will I need to bring my own tools to classes?**

**If you are an Apprentice - yes. As a tradesperson, you will need to build and maintain a full toolkit to set you up for your career. The good news is that you may be eligible for a "Trade Support Loan" to assist you with funding throughout your course of study, which will more than cover the costs of the tools required. To start with, a basic chef's knife, paring knife and turning knife will be sufficient. A Tools and Equipment list will be provided to you by your trainer.**

**Generally speaking, there is no need to purchase any specialist equipment for a Front of House qualification. All reference materials are provided by Industrylink.**

### **What else will I need to bring to class?**

**You will need to bring any theory work or homework given to you by your trainer; ensure you bring your text book to every lesson. We suggest you purchase a ring binding folder to keep your work in an organised manner. You will also need to bring a pen and a calculator. If in any doubt as to what you should bring, ask your trainer.**

**How can I get in contact with my trainer?**

**Our trainers can be contacted by phone, text message or email. For urgent messages, it's best to use the phone.**

**What do you mean by the term "assessment"?**

**We use a number of different ways to test your skills and knowledge in order to determine your level of competency. Depending on the subject (or unit, as they are called in VET), assessment might take the form of a written quiz, a direct observation, a verbal interview, a role play or a presentation to the group. We are required to collect 3 different kinds of evidence to show that we have assessed your skills and knowledge properly.**

**I've already done some training in Hospitality. Will this count towards my qualification?**

**It depends on a number of factors, but in many cases your prior training will count towards your qualification. The best way to find out is to bring any certificates or Statements of Attainment along to your first meeting with your trainer. These documents allow us to work out what you can gain credit for.**

**I've got a fair bit of experience in the Hospitality Industry. Can I get recognition for this?**

**Quite possibly. Industrylink has a structured process where you can apply for "Recognition of Prior Learning" (RPL). This is a formally-recognised process where you can undergo assessment of your existing skills and knowledge in particular areas. In most instances, RPL requires you to take the End of Unit assessment. Upon successfully completing the assessment, you will participate in a Direct Observation of your skills. In some cases, we will also seek other supporting evidence to show why we have deemed you competent, such as employer testimonials or a resumé.**

**What happens if I miss a scheduled contact?**

**Scheduled contacts include any arrangement that has been made between yourself and your trainer. This could be a class, workshop, interview, assessment or on-the-job visit. It is essential that you attend all scheduled appointments. If, for any reason, you will be unable to attend a scheduled appointment, you must give your trainer 24 hours' notice and reschedule. If you miss a class because of illness, you must call your trainer and your workplace - and provide a doctor's certificate.**

**If you miss a scheduled contact without notifying your trainer, your employer will be informed. In the event that you miss 3 scheduled contacts in a calendar year, Industrylink will contact your Australian Apprenticeships Centre and advise them that you have not met your training obligations. This may result in a cancellation of your training contract.**

**What if I have special needs?**

**Be up-front with your trainer. We have dedicated tutors who can help with your written work, if literacy, language or numeracy is the issue. If you have other special needs, let us know. We can find ways to help you succeed in your course, like using creative methods to assess you that will allow you to focus on your strengths. Industrylink can also access other agencies that can provide assistance. Should there be any other areas that Industrylink training cannot assist you with, in regards to your training, we will endeavour to source that assistance externally (this may be at additional cost to you). We take your privacy seriously and any information that you provide to us regarding your special needs will be kept under strict confidence.**

**What does "Competency Based Training" mean to me?**

**This means that Industrylink has entered into a contract to provide you with training until you are deemed competent. In Competency Based Training, there are no "pass" or "fail" marks, just "Competent" or "Not Yet Competent". Provided that you have invested a reasonable amount of effort into the unit, if you are deemed "not yet competent", you will be given further opportunities to train and practise your skills until you can be found competent. This also means that you can potentially fast-track your course by requesting assessment in units that you feel competent in.**

**What happens if something changes with my employment situation?**

It is vital that you inform Industrylink and your Australian Apprenticeships Centre of any changes with your employment situation. These might include you decreasing your hours of work, losing your job or leaving your job.

**I have to travel a long way to attend training. Is there any assistance available with this?**

If you travel more than 21 km (each way) to get to training and you are on a training contract, you may be eligible for funding to help with your travel and/or accommodation expenses. This assistance is administered through Skills Tasmania, and claim forms are available from Industrylink reception, or via the Skills Tasmania website: <http://www.skills.tas.gov.au/apprenticeshipstraineeships/incentives> If you are eligible, the money is credited straight into your account and can be up to 20c per km travelled and/or up to \$30 per night if you are required to stay overnight.

**Who should I contact if I have any issues with my training?**

In most instances, our Training Coordinator or your Trainer will be able to advise you who to contact for help with your specific query. Your ANP is there to provide advice and support with most aspects relating to your employment and the conditions under which you are employed as a Trainee or an Apprentice. They are a resource to you, employers and training organisations, and are a good place to start if you have any other questions. It's also worth having a good look at the Skills Tasmania website [www.skills.tas.gov.au](http://www.skills.tas.gov.au), which has a whole section called "For Learners", which can provide info about your rights and responsibilities as a trainee.

## Issuance of qualifications:

Upon the successful completion of any nationally recognised training, Apprentices and Trainees will be issued with a Certificate and a Transcript of Results for the appropriate qualification, provided their student fees have been paid in full, and that Industrylink has been provided with your USI. In the event that the entire qualification is not completed, but some units have been attained, a Statement of Attainment will be issued for the individual units of competency successfully completed. Should a student require any subsequent copies of any Certificates, Transcripts or a Statement of Attainment, an administrative charge of \$10 per item will be charged.

## Training and assessment records:

All training records are maintained in a lockable filing cabinet in our administration office. Only selected staff members have access to these files. All records are also uploaded into our secure computerised database – again only selected staff members have access to such records.

Industrylink Training is required to keep training records on file for a period of 30 years. Your hard copy file will be securely destroyed after a 2 year period, however your computerised record will remain in our database. Such details will include your name, date of birth, contact details, training commencement and completion dates, training outcomes and which qualifications have been attained and issued.

## Industrylink Training policies:

Industrylink Training is dedicated to ensuring that our workplace is safe, secure and inclusive for all of our staff, students and visitors. We have developed a set of policies which we expect everyone to adhere to. These include:

-  **Bullying and Harassment Policy**
-  **Critical Incident Policy**
-  **Fair Treatment and Equal Opportunity Policy (Student)**
-  **Grievance Policy**
-  **Grooming Policy – Students**
-  **Language, Literacy and Numeracy Policy**
-  **Privacy Policy**
-  **Refund Policy**
-  **Student Selection and Admission Policy**
-  **Technology Acceptable Use Policy**
-  **Workplace Drug and Alcohol Policy**

Should you wish to see any of these policies, copies are available at our Reception desk, or check our website.