

STUDENT INFORMATION & ORIENTATION HANDBOOK



Infocus Food Safety

Registered Training Organisation: 21202

Level 5, 11 Queens Road, Melbourne VIC 3004

T: 1300 818 408

F: 1300 916 651

W: www.infocusmg.com.au

E: info@infocusmg.com.au

Infocus Food Safety is a division of Infocus Management Group Pty Ltd

Contents

Welcome to Infocus.....	3
STUDENT INFORMATION	4
Course Information.....	5
Pre-Enrolment Information	5
Academic appeal.....	6
Access to records	6
Complaints	6
Disciplinary procedures	7
Employability skills.....	7
Fees and charges	8
Language, literacy and numeracy.....	8
Learning and assessment arrangements.....	8
Legislative compliance.....	8
Reasonable adjustment	8
Recognition of prior learning.....	8
Refunds	9
Selection and induction	9
Support services.....	9
Assessment Procedures.....	9
Plagiarism.....	10
Access and Equity for Staff and Students	12
Sexual Harassment	12
Occupational Health & Safety Policy	13
Evacuation Procedures	13
CONTACT US	13

Welcome to Infocus

Welcome to Infocus Food Safety (Infocus) and thank you for your interest in our training programs. This manual provides an overview of the policies and procedures that are vital to your learning experiences at Infocus.

About Infocus Food Safety

Operating nationally since 2002, Infocus Food Safety is a Registered Training Organisation (**RTO**) based in St Kilda West, Victoria. Infocus draws on a network of experienced trainers and consultants to deliver a comprehensive and integrated range of services including Food Safety Programs, training programs, internal and external auditing and dietary and menu management systems. Infocus specialises in the delivery of nationally recognised food safety and related foodservice training to food service businesses across Australia, including aged care, hospitals, hospitality, retail and small food manufacturers.

Having built long term relationships with foodservice businesses and providers, our clients highly value our expertise and integrity. They regularly commend us on the quality of our advice, training and the helpful support provided by our friendly team.

Utilising the latest technology ensures our team provides flexible, timely and tailored solutions that are industry-specific, user-friendly and cost effective. As innovative consultants and trainers to the foodservice industry, we provide our clients with peace of mind that their food safety and foodservice systems are professionally managed, compliant and easy to implement.

RTO Mission Statement

Our mission is to provide creative and quality-driven training services. We are committed to seeking the best training solutions for our clients' organisational needs, while providing individuals with enriching and rewarding learning experiences.

Our Values

Infocus Food Safety is committed to:

- Innovation and change
- Exceptional customer service
- Quality processes and outcomes
- Strong, open, and honest relationships between consultants, partners, and clients
- Provision of highly qualified and experienced consultants and trainers
- Accuracy and attention to detail
- Timely delivery of services and outcomes
- Confidentiality on all matters

Capabilities

The consultants and trainers associated with Infocus are fully qualified, experienced, professional, and have extensive knowledge and credibility within their areas of specialisation. Their collective expertise provides a powerful resource to clients requiring expert service and advice and/or program development and delivery.

Our Partners

An important aspect of Infocus operations is the forming of partnerships with other organisations to provide the expertise and facilities necessary to deliver high quality, competitive services to our clients.

Infocus is a responsive company that takes pride in building strong and ongoing relationships with its partners and clients. Infocus Food Safety has always prided itself on the professional standards and delivery of our education. In order that we continue to provide our students with these very high standards, we ask you to please read and comply with the following policies and procedures.

Our Clients

Infocus is proud of the successful long term relationships we have developed with our clients from a range of food service sectors, including Allity, Austin Health, Bupa Care Services, Sofitel Melbourne, Transfield Services, Alfred Health, Uniting Age Well, VincentCare, Aveo Live Well, Krispy Kreme Australia and the Royal Agricultural Society of Victoria (Royal Melbourne Show). Infocus proudly supports Very Special Kids.

STUDENT INFORMATION

Some information about your course and other general Infocus training policies and procedures are provided to prospective students prior to enrolment. This handbook includes the pre-enrolment information plus additional Infocus policies and procedures relevant to currently enrolled Infocus students and trainees.

Course Information

A Course information sheet will be provided to you prior to enrolment so that you can make an informed choice and are aware of important aspects of the course. Your course information will include the following:

- Description of qualification/course
- Accreditation / Award information
- Entry requirements
- Delivery mode
- Program content
- Assessment information
- Exit points
- Resources
- Career pathways

The Course information may be available on our website, however, if you or your organisation has engaged us to tailor a course or qualification for you, this information will be provided to you as a tailored document.

Pre-Enrolment Information

Apart from information relating specifically to your course, you will also be provided with other general policies and procedures, prior to enrolment, that are relevant to your enrolment, participation and completion of your course. These policies and procedures are detailed in the next section. The most current version is available on our website.

[Pre-Enrolment Information](#)

Academic appeal

A student must lodge an appeal, where practicable, within 30 days of receiving the assessment result. Where appropriate the student should first approach the assessor concerned. Where the outcome is not satisfactory to the student, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why an appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the appeal and the student will be notified in writing of the outcome and the reason for the decision. Action will be taken for each substantiated complaint. If the student is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the student will have an opportunity to formally present their case.

Access to records

Infocus maintains a record of training for every student. If a student does not have an up-to-date copy of their training record (Statement of Attainment or Qualification Certificate) they can request one from the RTO administration office. Online records can be accessed at any time by online students who have been issued logins.

Once a student has successfully completed a nationally recognised qualification, certification is issued and sent to students within 21 days of completion. For students completing individual units of competency, Statements of Attainment will be made available electronically. In the event that a student needs a replacement statement of attainment or qualification after they have completed training, they must submit a written request to administration. Fees may apply.

Complaints

A student/client must lodge a complaint, where practicable, within 30 days of the issue arising. A written response will be provided within 21 working days. A complaint should first be lodged with Student Administration. Where the outcome is not satisfactory to the client, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why a complaint/appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the complaint and the student/client will be notified in writing of the outcome. The organisation will act on each substantiated complaint. If the student/client is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the student/client will have an opportunity to formally present their case.

Credit transfer

We recognise qualifications and Statements of Attainment issued by other Registered Training Organisations. A certified copy of a Diploma, Certificate (and associated Statement of Result) or Statement of Attainment must be submitted to Student Administration.

We shall also assess a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the student's current program. The Credit Transfer application form is available from Student Administration.

Disciplinary procedures

The student is expected to participate in the learning program, be respectful of others, adhere to OHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. In the event that these are grounds for disciplinary intervention then this will be handled in the first instance by the trainer, and if necessary by the RTO Manager. A record of interview may be put in the training file.

Employability skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Fees and charges

Tuition fees, and any associated charges for a program, are stated on the enrolment form and/or on our website www.infocusmg.com.au.

Language, literacy and numeracy

We have procedures that support and recognise the learning needs of individuals and will revise learning and assessment strategies to match individual needs and address literacy or numeracy issues, where possible, so that students can successfully achieve the outcomes. We may also refer a student to TAFE for language, literacy and/or numeracy support.

Learning and assessment arrangements

We work to provide an excellent learning experience and will provide flexible arrangements for learning and assessment wherever possible. If a student believes that they will require special consideration with either learning or assessment they may speak with their trainer or contact Student Administration.

Legislative compliance

We comply with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any specific legislative or regulatory requirements that are relevant to a program will be made known to the student prior to, or during, the first session.

Reasonable adjustment

We are committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a student/client has a concern or query about an issue they should speak with the trainer in the first instance or the RTO manager if it is more appropriate.

Recognition of prior learning

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which they have achieved the required competency outcomes. It involves collecting evidence and making judgments on whether competence has been achieved. RPL is available to all students. The RPL Application form is available from Student Administration.

Refunds

Requests for cancellation, deferral, suspension or transfer of enrolment must be made in writing or by email. Applicable refund information is stated on the enrolment form and/or the student /client training agreement. Our Refund Policy is published on our website: www.infocusmg.com.au

Selection and induction

Programs offered publicly are open to all students, subject to any pre-requisites or special enrolment conditions that apply to a specific program, and application must be made by completion of the enrolment form. Students will be made aware of the contents of the program, any special conditions and the assessment requirements prior to, or during, the first session.

Support services

If a student is experiencing difficulties for personal or study related reasons, they should firstly direct their concerns to the trainer, where appropriate, or directly to the RTO Manager. Where study related issues are involved the trainer will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external counselling service.

Assessment Procedures

Assessment is in accordance with the National Assessment Principles. Assessment incorporates the principles and standards of the VET Quality Framework.

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based.

Assessments need to comply with VET Quality Framework principles and standards and are reviewed, evaluated and adjusted as necessary to ensure validity, reliability, flexibility and fairness of assessment.

Assessment records are kept and aggregated to monitor assessment reliability. Industry and client input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

Assessors are required to:

- be fair and reasonable during assessment

- be familiar with the field, with relevant industry standards and OH&S requirements and to be up to date with assessment methods and procedures appropriate for the student's environment
- negotiate flexibly with students regarding the type of assessment - taking into account flexible delivery, equal employment opportunity (EEO) and anti-discrimination principles and the particular needs and circumstances of the students
- advise students regarding Recognition of Prior Learning (RPL) processes
- make proper assessment decisions based on explicit evidence of competency
- expedite assessment to avoid unnecessary delay
- use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
- consider the authenticity, validity, reliability, and relevance to the learning outcomes, currency and variety of assessment evidence
- systematically review the assessment evidence obtained through means such as Interview, workplace assessment and/or performance test

Plagiarism

Plagiarism is defined as the use other people's work without acknowledgement. Other people's work may include words, ideas, research findings or information.

Plagiarism is regarded as a **serious offence** in Western academic institutions. As such Infocus has procedures and penalties to deal with cases of plagiarism.

Plagiarism is a form of cheating. It may result in either failure of the competency, or if it is a repeated offence, exclusion from your course.

Plagiarism may be *intentional* or *unintentional*. Both intentional and unintentional plagiarism are regarded as breaches of the policy. Examples of plagiarism include:

- Copying someone else's assignment / assessment task
- Using information which another student has collected without acknowledging it
- Copying from a textbook without using an appropriate form of referencing
- Using the ideas or research which you have found in a textbook without referencing, even if you have written those ideas or research findings into your own words
- Using electronic dictionaries in lectures and tutorials where definition based knowledge is required.

Therefore students must reference all:

- direct quotes
- paraphrases & summaries
- statistics

- diagrams & images
- experiment results & laboratory data

All material from the internet must also be acknowledged.

Collusion

Collusion is a form of plagiarism. Collusion involves working with others **without permission** to produce work which is then presented as your own, without acknowledging the input of others. This includes working together on an assignment and handing in identical, or very similar, written assessments.

Students should not knowingly allow their work to be copied

Current consequences of plagiarism and/or collusion include:

- a reprimand
- allocation of a zero mark for the task or another such mark, as appropriate
- allocation of a 'Not Yet Competent' result for the unit or another such mark, as appropriate.
- Exclusion from your course

Source: Deakin University's website, 'Avoiding plagiarism and collusion' 2012

<http://www.deakin.edu.au/current-students/study-support/study-skills/handouts/plagiarism.php>

Referencing your Work

To avoid plagiarism it is essential to learn how to correctly reference your work.

Infocus recommends the author-date (Harvard) Referencing style.

Examples of this style are as follows:

In-text citation example: Charter (2012, p. 17) describes businesses management processes as those that directly enable the business to achieve its strategies

Reference List example: Marshall, L & Rowland, F 2006, *A guide to learning independently*, 4th edn, Pearson Education, Frenchs Forest, NSW.

Further information and examples are available on various websites, including Monash University: see

<http://www.lib.monash.edu.au/tutorials/citing/harvard.html>

Access and Equity for Staff and Students

Access and Equity policies are incorporated into operational procedures.

Infocus Food Safety prohibits discrimination towards any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital Status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

Sexual Harassment

Infocus Food Safety views sexual harassment as a type of discrimination. It is also unlawful under Equal Opportunity legislation. Sexual harassment can consist of the following:

- Unwelcome comments about a person's sex life or physical appearance
- Suggestive behaviour such as leering or ogling
- Unnecessary familiarity such as deliberately brushing up against a person
- Sexual jokes or offensive telephone calls, photographs, reading matter or objects
- Sexual propositions or continual requests for a date
- Physical contact such as touching or fondling

The RTOs' view on sexual harassment of any type is firm: Any member of the RTO found conducting him / herself in manner deemed to be sexual harassment towards a student, client or other staff member or for that matter visa versa, shall be immediately dismissed from the RTO with no further notice.

Occupational Health & Safety Policy

Infocus Food Safety realises its responsibilities to students and staff, to ensure a safe and healthy academic and working environment.

Infocus Food Safety

- is committed to maintaining a safe and healthy working environment for its staff, students and anyone entering upon its premises or with connection to the company's business operations.
- believes that most work-related injuries and diseases are preventable and that a "zero accident" target is desirable.
- will make every reasonable effort to provide a working environment that minimises incidents of risk or personal injury, ill health or damage to property

Our [Occupational Health and Safety Policy](#) is detailed in full on our company website.

First Aid Procedures

A first aid kit is available within the RTO. See assistance from RTO Administration.

In the event of an accident or injury to a person, initial notification should be made to your trainer or administration. RTO Occupational Health and Safety policies will apply.

Evacuation Procedures

Please familiarise yourself with the location of the emergency exit doors.

Trainers & Staff are responsible for the evacuation of your class if the need arises.

CONTACT US

T: 1300-818-408

F: 1300-916-651

E: training@infocusmg.com.au

W: www.infocusmg.com.au

Mail: Level 5, 11 Queens Road, Melbourne VIC 3004