

Access to records

Infocus Food Safety (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.

Credit transfer

We recognise qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). 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. To apply for Credit Transfer, email your request to training@infocusfood.com.au

Complaints & Academic Appeals

A student/client must lodge a complaint or appeal, where practicable, within 30 days of receiving their assessment result or the issue arising. Where appropriate, students and clients should first approach the assessor or staff member concerned. Where the outcome is not satisfactory to the student or 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 or appeal and the student/client will be notified in writing of the outcome within 21 working days. Infocus will act on each substantiated complaint. If the student/client is not satisfied with the outcome, the appeal or complaint 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.

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.

Fees and charges

Tuition fees, and any associated charges for a program, are stated on the enrolment form or website.

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.

Privacy of Student Information

Infocus Food Safety is a Registered Training Organisation (RTO) and is required to submit data sourced from student enrolment forms to the national Vocational Education and Training (VET) administrative collection as a regulatory reporting requirement. Student enrolment information, results and certificates will only be used by Infocus Food Safety or the following third parties for administrative, regulatory and/or research purposes:

- Student's Employer - if the student is enrolled in training paid by their employer.
- Government departments and authorised agencies.
- Researchers.

Apart from these entities, student information collected and held by Infocus Food Safety will not otherwise be disclosed without the student's consent unless authorised or required by or under law.

USI – Unique Student Identifier: New or continuing students undertaking nationally recognised training, need a USI (issued by the Australian Government) in order to receive their qualification or statement of attainment. The USI gives students access to an online record of the training they have completed from the date they attained their USI. Students who do not have a USI will not receive their qualification or statement of attainment. Get USI at: <https://www.usi.gov.au/students/create-your-usi>

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. RPL is available to all students and application forms are available in the Resources section of our website: www.infocusfood.com.au

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 the Resources section of our website: www.infocusfood.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.