Information for Clients and Training Participants

Privacy Policy

Food Safety Plus Pty Ltd (Food Safety Plus) ensures that our clients' rights to privacy under the Privacy Act 1998 (as amended by the Privacy Amendment Act 2012) and the associated 13 Australian Privacy Principles are protected at all times in our business activities.

Food Safety Plus Services and Information Requirements

In the course of our business, confidential records that may contain information about you, your organisation, your customers, and your employees may be collected and held. The personal information sighted or held by Food Safety Plus will vary depending on your relationship with Food Safety Plus. It may include your name; position; professional qualifications; business address; business telephone, mobile phone and fax numbers; home address, home telephone, fax and personal mobile phone numbers; e-mail address; memberships details of professional associations; and employment history. If you pay by credit card we may hold your credit card details. If you choose not to provide personal information we may not be able to provide you, or your organisation, with the services you require.

Collection of personal information

Food Safety Plus collects personal information in a number of ways including: directly when information is provided in person or in documents such as in course enrolment forms; consulting assignments; training assignments; auditing assignments; from publicly available sources of information.

Use of personal information

Personal information may be used to:

- provide products and services;
- administer and manage those products and services including charging, billing, and collecting debts;
- seek feedback from you on ways to improve Food Safety Plus services;
- provide you and others with information on Food Safety Plus activities and services (direct marketing);

When you send us any feedback, suggestions, ideas or other materials in relation to our business, you agree that we can use, reproduce, publish, modify, adapt and transmit them to others and without restriction, subject to our obligations in our Privacy Statement. You may request not to receive direct marketing communications from us.

Disclosure of personal information

Personal information may be disclosed to organisations outside Food Safety Plus. Such organisations may include:

- government and regulatory authorities and other organisations, as required or authorised by law;
- professional advisers including accountants, auditors, credit providers and lawyers;
- outsourced service providers managing Food Safety Plus services including, debt recovery, mailing, and photocopying;
- Exemplar Global for the purposes of auditor certification.

Accuracy of personal information held by Food Safety Plus

Food Safety Plus takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. Food Safety Plus encourages that you: advise us if there are any errors in your personal information at any time including billing information and keep us up to date with changes to your personal information.

Access to personal information

Except for reasons allowed by law, access is allowed to the person whose information is held subject to the payment of reasonable expenses incurred in extracting such information. Other than those purposes described above, information is not disclosed to 3rd parties without the written permission of the person whose information is held.
Access to personal information can be arranged by contacting:
The Managing Director, Food Safety Plus Pty Ltd, PO Box 656, SOUTH PERTH WA 6951
Email: enquiries@foodsafetyplus.com.au

Training Program Enrolment Information

Thank you for choosing to partner with Food Safety Plus. The information below provides you with information about your rights and obligations when you undertake training and assessment with us.

Enrolment
You must complete the enrolment form to enrol in an assessable course. You must be at least 18 years of age and your date of birth is required upon enrolment. This is so that we can positively identify you in order to reissue Statements of Attainment and/or Certificates should a replacement be needed in the future. You must agree to abide by the terms and conditions (below) that are set out in the registration form.

Our obligations when you undertake Nationally Recognised Training

- We are responsible for the quality of the training and assessment in compliance with these Standards for Registered Training Organisations, and for the issuance of the AQF certification documentation.
- We will inform you of any specific requirements needed to meet to successfully complete the program.
- We will inform you of the code, title and currency of the training program as published on the National Register, prior to your enrolment.

Unique Student Identifier
Participants undertaking nationally recognised training with a registered training organisation will need to have a Unique Student Identifier (USI) in order to obtain a Statement of Attainment. It is free and easy to create your own USI at https://www.usi.gov.au

Language, Literacy and Numeracy
To enrol, you must have appropriate English language skills to meet the language, literacy and numeracy requirements of the relevant unit of competency as specified in the training packages. We are unable to directly provide you Language, Literacy and Numeracy (LLN) support, assistive technology or additional tutorials and may refer you to 3rd parties at your cost.

Ownership and plagiarism
By accepting these terms and conditions you have declared that this assignment is your own and contains no material written by another person except where due reference is made. A false declaration may lead to the withdrawal of a qualification.

Completing and submitting the assessment
If you have any queries when working on your assignments, feel welcome to discuss it with your facilitator or assessor. They will work through the questions with you during the workshop and provide the learning you need to be able to answer the questions.

Your assessments must be submitted to Food Safety Plus by mail within 4 working weeks following your completion of the course. In the case where the Assessor requires further information from you a further 4 working weeks will be allowed to resubmit this work, however all assessment activities must be closed out within 8 weeks of completion of the course.
It is essential that you make a copy of all assessment activities prior to submitting them. No assessment activities or copies will be returned to you after submission.

Assessment for competence
It is important to remember that there is no “pass” or “fail”. You will be assessed as being “Competent” or “Not Yet Competent”. After marking, we will advise you if you have been assessed as “Competent” or “Not yet competent”. If you are deemed ‘Not Yet Competent’ you will be contacted to discuss any issues that need to be addressed and suggestions will be made as to how you can complete this. You will be given one opportunity to resubmit for assessment in the areas assessed as NYC without additional cost. If further time is required to assess competency, an additional fee may be charged to cover this time. If you do not achieve competency, you will be issued with a “Certificate of Attendance”. If ‘competent’, you will be issued a Certificate / Statement of Attainment.

Language and Literacy Support
If you feel you may require language or literacy or numeracy support, then contact us well in advance of the training and/or assessment activity and we will make every effort to provide the appropriate support.

Access and Equity
Food Safety Plus integrates Access and Equity principles within all its policies and all the services that we provide to participants. We recognise the rights of participants and provide information, advice and support. Regardless of cultural background, religion, gender, sexuality, age or disability participants have the right to develop new skills in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. In some instances, participants may require specialised services or facilities in order to access and fully participate in our services. We will provide reasonable adjustments to accommodate these requirements. However, reasonable adjustments can only be made within the constraints of financial viability and the scope of our operations and will not compromise the validity and reliability of assessment of competency. Adjustments may include, for example, flexibility to accommodate language and literacy difficulties or modifications to assessment activities.

E**mployability 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

Recognition of Prior Learning / Skills Recognition
RPL is the term used to describe the recognition process of competencies (skills, knowledge and attitudes) acquired either through formal training, work experience and/or life experience. The advantages of applying for RPL are:

- you identify where your experience has provided the knowledge and skills that are similar to that required by the competencies
- if you have already achieved the outcomes of a program you will not have to repeat those units
- you finish your qualification earlier
- you only complete programs relevant to your specific needs. You don't complete programs where you have proven your competence.

Food Safety Plus recognises the credentials issued by other Registered Training Organisations based in any State/Territory of Australia. This includes Statements of Attainment for specific units of competency and qualifications such as certificates or diplomas. Revisions to Training Packages, including units of competency, may also require re-assessment and/or further skills development for participants with an existing qualification or Statement of Attainment. All assessments of Recognition of Prior Learning/Recognition of Current Competency applications are reviewed by assessors who are qualified to conduct the assessment.

Replacement of Statements of Attainment / Certificates
Should a replacement Statement of Attainment be required, you should contact Food Safety Plus. You will need to provide your full name and date of birth, together with a reasonable fee of $75 (subject to change) in order to be issued with a replacement certificate.

Personal Information / Confidentiality
We will only collect personal information that is necessary for what we do, including meeting legal requirements.
Details about the collection, use, storage and disposal of personal information by us is stated in the Enrolment Form and in our privacy policy.

Use of Feedback for Marketing Purposes
When accepting the terms and conditions of attending a training program you agree that any written comments that you detail in our feedback survey can be used in any promotional material that we deem as acceptable. To ensure the integrity of those comments, we will reference either your first name and surname initial or organisation name or both.

Code of Behaviour
All participants deserve to receive equal opportunities also play a part in creating a safe, healthy and productive learning environment to gain maximum benefit from their program.
Failure to abide by the access and equity requirements may result in cancellation of enrolment
Examples of unacceptable behaviours include:

- being disrespectful to other participants and trainers
- harassment by using offensive language and sexual harassment to participants or others;
- acting in an unsafe manner that places themselves and/or others at risk
- refusing to participate in program activities; or
- continued absence at required times.

Any person asked to leave a program has the right of appeal through our appeals process (see Complaints and appeals).

Complaints and Appeals Policy

Purpose:
This policy/procedure supports Standards for Registered Training Organisations in providing a process for complaints to be given due consideration, with full attention to details. The objective will be to find an amicable settlement for all parties concerned as follows:

- Any resolution to any dispute between aggrieved parties will be addressed in an open and trusting environment.
- We shall ensure that the principles of natural justice and procedural fairness are upheld which means that we shall listen to you and allow you to fairly put your point of view to us.
- We shall allow our clients to have access to our staff and be able to express any concerns so we can all stop minor issues from becoming more serious.
- We shall ensure that the decision maker is as far as practicable, independent from the decision being reviewed.
- All matters will be resolved with reference to the Win-Win principles of dispute resolution
- If any student is unsatisfied with the outcome of and complaints or refunds outcomes, you may of course exercise your right to take your complaint or grievance further to the Training Accreditation Council (TAC) or Exemplar Global, whichever applies
- All complaints shall be acknowledged to the complainant in writing within 7 days of receipt, however where a resolution will take greater than 60 days to facilitate and resolve, we shall keep our clients advised in writing of progress and any reasons for such a delay.

Complaints and Appeals Process
1. Local Level Resolution

- We encourage open communication and an environment of trust. Therefore, any student with a grievance is encouraged to firstly raise the matter directly with the Food Safety Plus (FSP) staff involved.
- When a complaint or appeal is received – verbal, phone, email or otherwise – it shall be immediately referred to the Managing Director by the recipient.
- The Managing Director shall immediately contact the trainer/employee concerned and discuss the matter, obtain all the facts and evidence; and shall attempt to mediate a resolution.
- If a resolution is achieved this shall be advised to the client in writing : email; and also recorded in the SIR Log
- If no resolution is made, then a formal meeting or phone discussion may be requested by the client or by FSP, at which time the matter in dispute can be raised and we hope a resolution sought. This meeting will be arranged and held with the Managing Director, and can be on the phone, rather than in person.
- The participant has the right to bring an advocate (someone to assist or speak for them) to all meetings/discussions during the complaints process.
- We will keep notes of the discussion or meeting, and the student will be provided with a copy.

2. Resolution by Arbitration
Should the matter remain unresolved following the step above, the participant may appoint an independent arbitrator at their own cost to review the dispute and suggest an amicable resolution. Where a decision or outcome is in favour of the participant FSP shall follow the required action and recommendation from the third party mediator such as TAC / Exemplar Global to satisfy the participants appeal as soon as practicable

Documentation
It is the responsibility of the Managing Director to document the steps taken to resolve the grievance. This information must then be passed to the participant and also to the FSP Management Review, so that FSP can learn from the experience. The Managing Director will also forward a written statement of any appeal outcomes (including reasons for the decision) to the participant within 14 days of the final decision. This can be sent via email if possible as the most expedient means of written communications.

Appeals Process – Assessment Results
An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised Statement of Attainment under the Australian Qualification Framework. This means that participants have the right to appeal an assessment outcome if they have a grievance.

A fair and impartial appeals process is available to all FSP students, however if participants wish to appeal the assessment result, this should be first discussed with the trainer/assessor.

Formal appeals should be made in writing. Participants can lodge an appeal with any Food Safety Plus staff. We will develop an action plan to address the appeal. The action plan may include, for example, a review of an assessment or a reassessment, arbitration or mediation, meetings, or a professional mediator as an independent arbitrator however this will be at the participants own cost. The decision of any independent arbitrator will be final. The outcome of the appeal and the reasons for the decision will be confirmed in writing to the participant.

Appeal of Exemplar Global Assessment
If the participant has been assessed as "not yet competent" and they do not believe that this is a fair reflection of their competency, they may appeal our decision. We can informally discuss the situation with the participant in person or by phone; however any formal appeal must be lodged in writing. However the appeal must be lodged within 28 calendar days after they were issued with the original results of your assessment.

On receipt of a written appeal, we will arrange to have the case independently examined by another approved assessor. If the participant remains unsatisfied with the outcome of the review, they can appeal directly to Exemplar Global. We will cooperate fully and freely with Exemplar Global in resolving any appeal. Exemplar Global can be contacted directly on www.exemplarglobal.com or phone 61 2 4728 4600.

We will make every effort to settle the Appeal to both the participants and our satisfaction.

Timeliness of our Response
Where resolution to a complaint looks like it will exceed 60 days to resolve we shall advise the complainant in writing advising the reasons why, and a suggested revised time frame for a solution to be decided. We shall also regularly communicate updates with progress to all parties involved.

Records
FSP will safely store and maintain records of all complaints and appeals. We shall periodically review all complaints and appeals via the Management Review process and shall investigate causes and initiate any corrective actions to prevent a re-occurrence.

We look forward to working with you!