



## Pre-Enrolment Information

This information is designed to provide you with details relevant to enrolling into CFT International Pty Ltd (CFT) courses.

### Enrolment

The enrolment, training and assessment procedures for all CFT courses are as follows:

- Enquiry to CFT when client is provided with a registration form and pre-enrolment document (or verbal information)
- Client enrolled into course
- Enrolment is confirmed once a payment is received.
- Client is issued with a receipt as a confirmation of their place in the class.
- Client attends training and is assessed
- Successful clients are issued with the relevant Statement of Attainment.

### Course Information & Outcomes

CFT is registered to train and assess the following units of competencies:

#### Food Safety - Hospitality

SITXOHS002A – Follow Workplace Hygiene Procedures

SITXFSA001A – Implement Food Safety Procedures

This course is suitable for anyone working in cafés, restaurants, school canteens, supermarkets or looking for work in these sectors.

#### Food Safety - Community and Health Services

HLTFS207B – Follow Basic Food Safety Practices

HLTFS310B – Apply & Monitor Food Safety Requirements

HLTFS309B – Oversee the Day-to-Day Implementation of Food Safety in the Workplace  
This course is designed for those who need to be the Food Safety Supervisor in the aged care, childcare, hospital, hostel, meal on wheels industry sectors.

#### Food Safety - Food Processing

FDFCORFSY1A – Follow Work Procedures to Maintain Food Safety

FDFCORFSY2A – Implement the Food Safety Program and Procedures

These codes are for people in food manufacturing and re-packaging industries such as bakeries, canneries, flour mills and pre-prepared meals.

#### Responsible Service of Alcohol

SITHFAB009A – Provide Responsible Service of Alcohol

RSA is a course for those working in a bar, hotel, restaurant in the liquor industry.

#### Responsible Service of Gambling

SITHGAM006A – Provide Responsible Gambling Services

RSG is suitable for anyone wanting to work in the gaming industry.

#### First Aid

HLTCPR201A – Perform CPR

HLTFA201A – Provide Basic Emergency Life Support

HLTFA301B – Apply First Aid

For more details about CFT courses, please enquire at our office.

#### Fees and Charges

All CFT fees have been kept to a minimum to make training cost-effective for both individuals and for business. Please see our fliers for all charges and further information, or call our office on 1300 665 633.

There are no charges to re-sit assessments.

## **Non-course Fees and Charges**

Fees may apply for:

Recognition of Prior Learning Service

(Administrative and/or travel costs)

Recognition of Current Competency

Service (Administrative and/or travel

costs)

Certificate re-prints (Admin costs)

Additional certificates (Admin costs)

Apply to the office for more information

about requirements and fees for these

services

## **Refund Policy**

CFT has a fair and reasonable refund policy which ensures that all students have the opportunity to receive a refund if requested.

## **Correspondence Students**

CFT recognises that refunds of fees paid in advance should be made to correspondence students under the following conditions:

- CFT agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by CFT.

- CFT agrees to refund, within 30 days, all fees paid, less a \$20.00 administration charge, where, by reason or reasons beyond the student's control, (including Acts of God, Acts of Government authorities, civil strike and riots), the student is prevented from completing the correspondence course.

- CFT agrees to refund, within 14 days, fees paid with a 50% deduction for administration fees where the student has requested a refund due to deciding the course is not necessary (changing their mind).

Refunds are conditional upon:

- All learning and assessment materials already sent to the student must be returned to CFT and the student must sign an agreement not to pass on any original learning or assessment materials, or copies of the original material, to any third party.

## **Online Students**

CFT agrees to refund, within 14 days, with a 50% deduction for administration fees where the student has requested a refund due to:

- incorrect entry of email address by the student;

- the computer system being used by the student does not meet the minimum requirements detailed for use of the online learning material;

- a student enrolling in, or completing a course, then determining it is not the correct course for their needs. For instance, there is a clear warning on the website for NSW RSA students to advise they need a NSW Liquor Administration Board approved RSA course. There are also warnings that RSA students should access the relevant State regulations to see if the online course is suitable for them.

CFT agrees to refund, within 30 days, with no deduction, fees where the student has been unable to access the online learning material due to a system failure of the learning material.

That is, the learning material is not available for access by all students due to technical failure of the learning platform.

## **Students who Attend classes**

CFT recognises that refunds of fees paid in advance should be made to students under the following conditions:

- CFT agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by CFT.
- CFT agrees to refund, within 30 days, all fees paid, less a \$20.00 administration charge, where, by reason or reasons beyond the student's control, (including Acts of God, Acts of Government authorities, civil strike and riots), the student is prevented from attending the course.
- CFT agrees to refund, within 14 days, without deduction, all fees where the CFT cancels the course or where the commencement of the course is postponed for more than four weeks.
- CFT agrees to refund, within 14 days, fees paid with a 50% deduction for administration fees, where the student has requested a refund due to deciding the course is not necessary (changing their mind).

## **Language, Literacy & Numeracy**

CFT is committed to helping all students succeed in completing our courses and assessments.

Anyone with language, literacy and/or numeracy issues will be given assistance to successfully complete the courses – this can be by using alternative training material using pictures rather than words, oral assessment and allowing people to bring someone to assist with interpretation of language.

Please inform our staff if you need assistance with language, literacy and/or numeracy.

## **Client Support**

CFT is committed to helping clients from enquiry through to course completion. Please speak to the trainer or the office staff if you are having any difficulties at any point during the enrolment to assessment process.

## **Flexible Learning and Assessment**

CFT has a variety of flexible learning and assessment methods.

Our courses are offered face-to-face in class, by correspondence and on online.

For more information about the methods of training and assessment, please contact the office.

## **Appeals & Complaints**

CFT has a documented process which deals with any appeal and complaint from students. This can be in regard to learning material, assessments, as well as issues such as harassment and privacy.

Please speak to your trainer and/or office staff to receive the full policy and procedures in relation

to appeals and complaints, and to receive a copy of the Complaints Resolution form.

## **Access, Equity & Anti-Discrimination**

All staff at CFT have been instructed to ensure that all clients are treated fairly and equally at all times.

CFT aims to ensure that all individuals have equal opportunities in programs and services regardless of their age, gender, indigenous culture, ethnic origin, (dis)ability, economic circumstances, religious or political affiliations and whatever their literacy and numeracy skills.

CFT's policy applies to all services and operations of the company, including recruitment, assessment and customer relations.

## **Recognition of Prior Learning (RPL/RCC)**

CFT recognises that people sometimes have prior learning that is relevant to the courses they wish to undertake. As such CFT recognises the validity of prior learning and also prior qualifications. A student must present requests for RPL to CFT prior to enrolment. CFT policy and procedure relating to RPL will be provided to clients on request.

## **Legislation**

CFT undertakes to keep up-to-date with any legislation which relates to the ability of students to complete the appropriate training and assessment in a safe and appropriate environment.

For more information about legislation such as Privacy, OH&S, Anti-Discrimination, Workplace harassment (including bullying), and VET education, please contact our office.

## **Mutual Recognition**

CFT will at all times abide by the mutual recognition agreements formed between all state of Australia, in the recognition of other RTO's training and certification. CFT will provide information to clients in all appropriate company materials; recognise accredited training through the provision of certification showing all requirements as detailed with the Australian Qualification Framework (AQF); and communicate with the issuing RTO's for the provision of written confirmation about a certificate or Statement of Attainment, if doubt is evident.

## **Access to your Records**

You can access your own records at any time provided that you forward a signed request. With regards to access to your

records by other people, please read the paragraph on privacy and confidentiality rules below.

## **Privacy/Confidentiality Policy**

CFT follows strict privacy/confidentiality policies in conjunction with Privacy laws. All forms, files, results and records of any student are deemed confidential under privacy laws. Records are accessible only for relevant staff members of CFT and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission (or in circumstances as dictated by law).

## **Any Questions?**

If you have any questions at any time, please speak to your trainer or to the office staff at the contacts listed below.

All staff are committed to ensuring that you have a good outcome for your own personal satisfaction as well as for your studies and your career development.

**For further information contact:**

**CFT International  
PO Box 249,  
Warburton, Vic, 3799**

**Phone: 03 5966 9977 or 1300 665 633**

**Fax: 03 5966 9988**

**Email: [vic@cft.com.au](mailto:vic@cft.com.au)**