



STUDENT HANDBOOK

CLUBS WA INC: RTO 6226

HOSPITALITY ALLIANCE TRAINING (CLUBS WA Inc)

Hospitality Alliance Training is the online training portal for Clubs WA Inc, Recognised Training Organisation (code 6226).

As an industry association since 1958 and an RTO since 1998, Clubs WA Inc is established as a leader in hospitality training specialising in RSA, Approved Manager, Food Handling and Food Safety Supervisor courses.

We have successfully trained over 40,000 people around Australia, ranging from members of local sporting and recreational clubs, pubs and bars to the employees and staff of some of Australia's most well-known hospitality outlets. We pride ourselves on providing personalised training to assist all students obtain the best possible learning outcome.

OUR COURSES

Our courses are available:

- Online through the training portal www.hospitalityalliancetraining.edu.au.
 - Courses are self-paced, with the flexibility to log off and on as often as you wish.
- Self-paced distance learning via correspondence.
- By appointment at Clubs WA offices – Unit 2/12 Hammond Road, Cockburn Central WA 6164.
- Onsite by arrangement.

Each of the courses has been contextualised for the State or Territory of delivery and include a training manual designed to be used in conjunction with the course, which will prove to be valuable resource after you have completed your training.

We provide the following courses:

NATIONALLY RECOGNISED TRAINING

- RSA
 - SITHFAB002 – Provide responsible service of alcohol
- MLPLCA401A – Manage legislative responsibilities for the sale, supply and service of liquor
 - from 52735WA Course in management of licensed premises
- Food Handling
 - SITXFSA001 – Use hygienic practices for food safety
- Food Safety Supervision
 - SITXFSA001 – Use hygienic practices for food safety
 - SITXFSA002 – Participate in safe food handling practices

NON-ACCREDITED TRAINING

- Club Committee Compliance – Governance and Compliance in the WA Club Industry
- Club Manager Training – Club Management in the WA Club Industry
- Customer Service – Provide excellent customer service



SOCIAL MEDIA

Hospitality Alliance Training is on Facebook, Twitter, YouTube and Blog.





Liquor Industry Training

RSA

SITHFAB002 – PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

ACT/NT/QLD/SA/TAS/WA

Nationally Recognised Training – Statement of Attainment

Note: ACT Statements of Attainment expire 3 years after the date of issue

Training Packet Version:	<i>Release:</i> 1 <i>Status:</i> Current
Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Live Video Feed Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic NCVER Nominal Hours: 10-hours <ul style="list-style-type: none">Nationally agreed nominal hours can viewed at https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours
Assessment:	Combination of online and video/verbal assessment 100% competency is required for a Statement of Attainment to be issued.
Price:	\$35

At the conclusion of this course you will have an understanding of how to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify customers to whom sale or service must be refused
- Refuse to provide alcohol

Satisfies the mandatory training requirement for persons:

- Selling or supplying alcohol in ACT, NT, QLD, SA, TAS and WA
- Applying for a Restricted Approved Manager ID card in Western Australia
- Applying for a Responsible Person badge in South Australia

Clubs WA Inc (RTO 6226) is listed as a registered RTO for RSA training and complies with all conditions set down by the regulatory body of each state and territory:

- Office of Regulatory Services and Access Canberra – ACT
- Northern Territory Government (Licensing NT) – NT
- Office of Liquor and Gaming – QLD
- Consumer and Business Services – SA
- Liquor and Gaming - TAS
- Department of Racing, Gaming and Liquor – WA



Liquor Industry Training

RSA

SITHFAB002 – PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

NSW

Includes NSW Competency Card

Nationally Recognised Training – Statement of Attainment

Training Packet Version:	<i>Release:</i> 1 <i>Status:</i> Current
Modes of Delivery:	Online e-learning and assessment (self-paced)
Duration:	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic NCVER Nominal Hours: 10-hours <ul style="list-style-type: none">Nationally agreed nominal hours can viewed at https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours
Assessment:	Combination of online and video/verbal assessment 100% competency is required for a Statement of Attainment to be issued.
Price:	\$119 (includes \$85 NSW Competency Card)

At the conclusion of this course you will have an understanding of how to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify customers to whom sale or service must be refused
- Refuse to provide alcohol

This course satisfies the mandatory training requirement for persons selling or supplying alcohol in NSW.

Clubs WA Inc (RTO 6226) is listed as an approved RTO for RSA training in NSW by the Office of Liquor and Gaming NSW.



Liquor Industry Training

APPROVED MANAGER

MLPLCA401A – MANAGE LEGISLATIVE RESPONSIBILITIES FOR THE SALE, SUPPLY AND SERVICE OF LIQUOR from 52735WA – Course in management of licensed premises

Nationally Recognised Training (Statement of Attainment)

Training Packet Version:	<i>Status:</i> Current
Pre-requisite Training:	Statement of Attainment – Responsible service of alcohol (SITHFAB002/SITHFAB201/SITHFAB009A/THHBFB09B)
Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic
Assessment:	Combination of online and written assessment 100% competency is required for a Statement of Attainment to be issued.
Price:	\$139

At the conclusion of this course you will have an understanding of the most important elements of licensed management training.

MLPLCA401A – Manage legislative responsibilities for the sale, supply and service of liquor is the mandatory training as specified by the State Licensing Authority, Department of Racing, Gaming and Liquor for Unrestricted Approved Managers and Licensees.



Food Industry Training

FOOD HANDLER

SITXFSA001 – USE HYGIENIC PRACTICES FOR FOOD SAFETY

All States and Territories

Nationally Recognised Training – Statement of Attainment

Training Packet Version:	<i>Release:</i> 1 <i>Status:</i> Current
Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 4-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic NCVER Nominal Hours: 15-hours <ul style="list-style-type: none">Nationally agreed nominal hours can viewed at https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours
Assessment:	Online assessment Competency must be attained for a Statement of Attainment to be issued. <ul style="list-style-type: none">Reassessment will be provided if required
Price:	\$19

At the conclusion of this course you will be able to:

- Follow a food safety program
- Store food safely
- Prepare food safely
- Provide safe single use items
- Maintain a clean environment
- Dispose of food safely

This course has been tailored towards the requirements and obligations of staff as per the Australia New Zealand Food Standards Code as well as the State and Territory Food Acts and Regulations in force throughout Australia.



Food Industry Training

FOOD SAFETY SUPERVISION

**SITXFSA001 – USE HYGIENIC PRACTICES FOR FOOD SAFETY AND
SITXFSA002 – PARTICIPATE IN SAFE FOOD HANDLING PRACTICES**

ACT/NT/QLD/SA/TAS/WA

Nationally Recognised Training – Statement of Attainment

Training Packet Version:	<i>Release:</i> 1 <i>Status:</i> Current
Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 8-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic NCVER Nominal Hours: 55-hours <ul style="list-style-type: none">Nationally agreed nominal hours can viewed at https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours
Assessment:	Combination of online and practical assessment Competency must be attained for a Statement of Attainment to be issued. <ul style="list-style-type: none">Reassessment will be provided if required
Price:	\$95

The Food Safety Supervisor course provided by Hospitality Alliance Training provides students with two units of competency, both of which are recognised throughout Australia:

- SITXFSA001 - Use hygienic practices for food safety
- SITXFSA002 - Participate in safe food handling practices

This training resource has been developed to meet the needs of people working or wishing to work within the hospitality industry in food service and uses performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.



Food Industry Training

FOOD SAFETY SUPERVISION

SITXFSA001 – USE HYGIENIC PRACTICES FOR FOOD SAFETY AND
SITXFSA002 – PARTICIPATE IN SAFE FOOD HANDLING PRACTICES

NSW

*****Includes NSW Food Authority Certificate*****

Nationally Recognised Training – Statement of Attainment

Training Packet Versions:	<i>Release:</i> 1 <i>Status:</i> Current
Modes of Delivery:	Online e-learning and assessment (self-paced) Distance Learning and assessment via correspondence (self-paced)
Duration:	Self-paced Estimated Duration: 8-hours minimum <ul style="list-style-type: none">Actual time required will depend upon a student's learning capability along with their current level of knowledge and understanding of this topic NCVER Nominal Hours: 55-hours <ul style="list-style-type: none">Nationally agreed nominal hours can viewed at https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours
Assessment:	Combination of online and practical assessment Competency must be attained for a Statement of Attainment to be issued. <ul style="list-style-type: none">Reassessment will be provided if required
Price:	\$95

The Food Safety Supervisor (NSW) course provided by Hospitality Alliance Training provides students with the NSW Food Authority Certificate plus two units of competency, both of which are recognised throughout Australia:

- SITXFSA001 - Use Hygienic practices for food safety
- SITXFSA002 - Participate in safe food handling practices

This training resource has been developed to meet the needs of people working or wishing to work within the hospitality industry in food service and uses performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.



Club Management

CLUB COMMITTEE COMPLIANCE

GOVERNANCE AND COMPLIANCE IN THE WA CLUB INDUSTRY

Certificate of Completion (Non-Accredited Training)

Modes of Delivery:	Online e-learning and assessment (self-paced)
	Face-to-face training and assessment in classroom or off-site (WA only)
	Distance Learning and assessment via correspondence (self-paced)
Duration:	4 hours minimum
Price:	\$120

At the conclusion of this course you will have an understanding of the most important elements of governance.

This training course has been developed to assist the management committees and key personnel of licensed clubs within Western Australia in the governance of their clubs, and highlights management under both the *Associations Incorporation Act 2015* and the *Liquor Control Act 1988*.

CLUB MANAGER WA

CLUB MANAGEMENT IN THE WA CLUB INDUSTRY

Certificate of Completion (Non-Accredited Training)

Modes of Delivery:	Online e-learning and assessment (self-paced)
	Face-to-face training and assessment in classroom or off-site (WA only)
	Distance Learning and assessment via correspondence (self-paced)
Duration:	4 hours minimum
Price:	\$120

At the conclusion of this course you will have an understanding of the most important elements of club management.

This training course has been developed to assist Club Managers of incorporated clubs and associations within Western Australia in their governance under all relevant legislations. This is a comprehensive course that is essential for new Club Managers or experienced Club Managers looking to refresh their knowledge.



Club Management

CUSTOMER SERVICE

PROVIDE EXCELLENT CUSTOMER SERVICE

Certificate of Completion (Non-Accredited Training)

Modes of Delivery:	Online e-learning and assessment (self-paced) Face-to-face training and assessment in classroom or off-site (WA only) Distance Learning and assessment via correspondence (self-paced)
Duration:	4 hours minimum
Price:	\$30

This training course has been developed to assist everyone who works within the customer service industry, and comprises of four modules – Customer Service Skills, Managing Complaints, Effective Communication and Telephone Communication.

At the conclusion of this course you will have an understanding of effective communication, providing quality service, determining and addressing customer needs and expectations and responding to complaints.

**BUNDLE
& SAVE**

Visit our website www.hospitalityalliancetraining.edu.au for bundle pricing on our courses.

TERMS AND CONDITIONS



TERMS AND CONDITIONS

1. Service for Payment Guarantee

Hospitality Alliance Training (Clubs WA) agrees to:

- Remain current and compliant with all training courses
- Guarantee to complete the training and/or assessment throughout your training period.
- Provide information on the assessment process
- Ensure trainers and assessors are suitable qualified
- Assess and provide feedback on submitted assessment tasks
- Issue AQF certification documentation upon successful completion of your Nationally Recognised training course
- Advise you through email of any changes to agreed services

2. Enrolment

Fees are payable in advance. You will not be issued with a Certificate/Statement of Attainment until course fees are paid in full.

Enrol online at www.hospitalityalliancetraining.edu.au:

- Register your details, including user name and password, by completing the online registration form
- Choose your training course/s
- Make payment through use of Credit Card, PayPal or a supplied prepaid voucher code
- An automated email tax invoice/receipt is generated once enrolment has been processed and payment has been approved
- An automated email is generated containing confirmation of your enrolment and your user name
- Training is able to be commenced immediately upon receipt of the confirmation email
- All courses have a time limit of 6-months for training and assessment to be completed.
 - Students exceeding this 6-month timeframe will be required to re-enrol in the course, at no further cost to the student.

Note: Once commenced, your course is non-transferable to another person.

Overseas Students

Under the *Education Services for Overseas Students (ESOS) Act 2000*, an Overseas Student is defined in Section 5 of the ESOS Act as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa, or
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa, or
- a secondary exchange student within the meaning of the Migration Regulations 1994, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

As specified in Section 8 of the ESOS Act, a provider must be registered on CRICOS to provide a course at a location or do so in accordance with an arrangement they have with another registered provider.

International/Overseas students: If you are currently an overseas student or in Australia on a Student Visa you are NOT eligible to enrol into this course with Clubs WA (Trading as Hospitality Alliance Training) as we are not CRICOS/ELICOS registered. Please contact your nearest CRICOS registered RTO.

Note: When registering for a course, all students will be required to declare:

- *I am not an overseas student in Australia on a student visa*

3. Authenticity

By accepting the terms and conditions of the Course Enrolment, you are warranting that you are the person completing this course and you give consent to Hospitality Alliance Training to verify information disclosed in this application.

You will be required to make a declaration in the presence of an Approved Person that you completed the assessment using an Authenticity Declaration form that we will provide at the successful conclusion of your training.

If it is established that you were not the person actually completing the assessment, any Statement of Attainment issued will be revoked and the Licensing Authority in your State will be contacted.

4. Unique Student Identifier (USI)

Everyone undertaking a nationally recognised training course requires a USI in order to receive their qualification or statement of attainment. USI's can be obtained from www.usi.gov.au.

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create
- stays with you for life

Clubs WA ensures the security of your Student Identifier and all related documentation under its control, including information stored in its student management systems

Your USI will not be included on your Statement of Attainment.

5. Student Requirements

- **All delivery modes**
 - Student Handbook - downloaded
 - Student Training Manual – downloaded
- **Online students**
 - Valid email account
 - Phone with reception for verbal assessments or equipment to video a role play
 - Internet access to research legislation as per weblinks provided
 - System: PC | Mac | Android | iPad | iPhone
 - Capable of viewing videos
 - Audio with speakers or headphones to listen to videos
 - PDF Reader - downloads will require Adobe Reader
 - Preferred Browsers: Mozilla Firefox (1.5+); Google Chrome; Internet Explorer (10+).
- **Classroom/Workplace/Simulated Workplace**
 - All materials provided.
- **Live Video Feed**
 - Webinar technology for Live Video Feed classes
 - Pen and notepad
 - Internet access to research legislation as per weblinks provided
 - System: PC | Mac | Android | iPad | iPhone
 - Capable of viewing videos
 - Audio with speakers or headphones to listen to videos
 - PDF Reader - downloads will require Adobe Reader
 - Preferred Browsers: Mozilla Firefox (1.5+); Google Chrome; Internet Explorer (10+).
- **Correspondence**
 - Phone with reception for verbal assessments or equipment to video a role play
 - Pen and notepad
 - Internet access to research legislation as per weblinks provided
 - System: PC | Mac | Android | iPad | iPhone
 - Capable of viewing videos
 - Audio with speakers or headphones to listen to videos
 - PDF Reader - downloads will require Adobe Reader
 - Preferred Browsers: Mozilla Firefox (1.5+); Google Chrome; Internet Explorer (10+).

6. Student Access to Records

All students have timely access to current and accurate records of their participation. Students seeking advice concerning their course participation should in the first instance contact Hospitality Alliance Training.

7. Language, Literacy & Numeracy Skills (LLN) and Reasonable Adjustments

Clubs WA training courses require a minimum level of English language, literacy and numeracy skills; however we recognise that some learners may require more assistance than others.

Appropriate concessions will be made for language, literacy and numeracy issues where those concessions do not compromise the requirements of the Training Package and integrity, equity and fairness of the assessment.

If you believe you may have language, literacy, numeracy issues or other learning difficulties that may require additional assistance with your training or assessment, notify Clubs WA prior to or during the enrolment process. This information will be handled confidentially, and only for the purposes of being able to offer support and arrange reasonable adjustments for your assessment.

If you request additional assistance, it will be provided with appropriate advice, support and guidance necessary for you to meet the requirements of the relevant training product.

All assistance will be offered in a discrete manner using the principles of fairness and flexibility of workplace assessment.

There is no charge for the assistance provided by Clubs WA.

8. National Recognition

Clubs WA provides credit to learners for units or modules where evidenced by AQF certification documentation or an authenticated VET transcript, unless licensing or regulatory requirements prevent this.

9. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is offered to all students enrolling in Hospitality Alliance Training courses and is provided against the units of competency (elements and performance criteria) as described in the relevant endorsed training package.

To apply for RPL, contact Hospitality Alliance Training for an Application Pack and fee schedule.

10. Confidentiality and Privacy

The information provided to us is considered confidential and will not be sold or divulged to any third party except:

- to the extent specifically required by law
- to the extent specifically required as an RTO for compliance purposes
- where a learner's training is being provided in conjunction with another training institution or company and the learner has identified those parties through their registration and/or course purchase – by accepting the terms and conditions the learner has agreed that a copy of their statement of attainment may be provided to the identified training organisation or company except where the learner has specifically requested this to not occur

All reasonable efforts will be made to keep all information provided secure and to ensure that any of our employees or agents will not modify, reproduce, disclose or use that information without authorisation.

Privacy Notice – Collection of Data

Under the *Data Provision Requirements 2012*, Clubs WA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Clubs WA for statistical, regulatory and research purposes. Clubs WA may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Declaration and Consent

When registering for a course all students will be required to:

- declare that the information that you provide to Clubs WA, to the best of your knowledge, is true and correct; and
- consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice above.

11. Refunds

Hospitality Alliance Training will not refund fees paid in advance unless a training cancellation request is made in writing more than 7-days prior to expiry of the training course.

The following percentage of refund will apply to all training cancellations:

- Where 20% or less of the course has been provided to the student, a 100% refund less an administration fee (20% of the total course) will apply.
- Where between 20% and 50% of the course has been provided to the student, a 50% refund less an administration fee (20% of the total course) will apply.
- Where 50% or more of the course has been provided to the student, no refund will apply.

Should Hospitality Alliance Training (Clubs WA) cancel a Course for any reason, students enrolled at the time Hospitality Alliance Training announces the cancellation will be entitled to a full refund, with no administrative charge or penalty.

In the case of a participant who wishes to withdraw from a Course or program due to illness or extreme hardship, Hospitality Alliance Training may, at its discretion, allow a refund of the fees once the person concerned produces satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.

If a refund has been issued, under **NO** circumstances will a Statement of Attainment be granted for any units.

Clubs WA is not obliged to refund due to changes in legislation on a national or a state level that may affect delivery of units on scope through any mode. Such situations will be assessed on a case-by-case basis.

Where a company or individual has paid training fees in advance and been issued with a voucher code, Clubs WA is not obliged to refund any fees if they are no longer required; however a transfer of any remaining credit to another training course offered by Clubs WA may be authorised at the discretion of Clubs WA.

12. Complaints and Appeals

Clubs WA will manage and respond to all complaints and assessment appeals in a constructive and timely manner that is based on the principles of natural justice and procedural fairness by:

- informing those involved of the allegations
- providing those involved an opportunity to present their side of the matter
- operating in a fair and unbiased way

There is no fee to lodge a complaint or appeal an assessment decision.

Appeals

Appeals against an assessment decision are accepted for a period no longer than 3 months following the competency decision. Prior to submitting a formal appeal, the learner is encouraged to discuss with the assessor the reason for the assessment decision, at which time constructive feedback will be provided to the learner.

To appeal an assessment decision, complete and submit an Appeal Form obtained from Clubs WA. Acknowledgment in writing will be provided within 5 working days of the date of submission and:

- Your appeal will be reviewed by the original Assessor and a secondary Assessor within 10 working days using the following documentation:
 - Learner's completed assessments
 - Marking guide criteria
 - Training record
- You will be advised of the appeal outcome in writing within 5 working days of the decision along with the reason/s for the decision along with feedback on additional requirements for competency where the original assessment was upheld
- If a conflict of interest is identified during the appeal process, you will be offered another assessor to review the appeal
- Where the outcome will take longer than 60 calendar days:
 - You will be advised in writing of the reasons, and kept regularly informed
- If the appeal is unable to be resolved, you may request all appeal documentation be given to an appropriate party independent of Clubs WA and yourself for independent adjudication
- Your appeal and outcome will be electronically attached to your training record
- Potential causes of appeals will be identified and appropriate corrective action taken to eliminate or mitigate the likelihood of recurrence

Complaints

When submitting a complaint, students may either complete and submit a Complaint Form obtained from Clubs WA or put their complaint in writing to Clubs WA. Acknowledgment in writing will be provided within 5 working days of the date of submission and:

- Your complaint will be reviewed within 10 working days
- You will be advised of the complaint outcome in writing within 5 working days of the decision along with any action taken
- If a conflict of interest is identified during the complaint process, you will be offered another staff member to review the complaint
- Where the outcome will take longer than 60 calendar days:
 - You will be advised in writing of the reasons, and kept regularly informed
- If the complaint is unable to be resolved, you may request all complaint documentation be given to an appropriate party independent of Clubs WA and yourself for independent adjudication
- Potential causes of complaints will be identified and appropriate corrective action taken to eliminate or mitigate the likelihood of recurrence

13. Replacement Statements of Attainment

- A replacement Statement of Attainment will be issued by email free of charge in PDF format.
- A fee of \$10 will be incurred for any different formats or an original certificate posted to you.

14. Training Membership

All students completing training with Hospitality Alliance Training receive free 12-months training membership with Hospitality Alliance Training (Clubs WA Inc). Benefits of the training membership include:

- Advice and assistance on any matters regarding the liquor and food industry
- Exclusive offers from industry experts
- Continuous involvement from Hospitality Alliance Training (Clubs WA) on various matters involving the hospitality industry