



**MATER CHRISTI COLLEGE
(RTO 21124)**

**VET STUDENT HANDBOOK
2019**

VET AT MATER CHRISTI COLLEGE

Welcome to VET Hospitality. Your VET qualification is recognised Australia wide and will often contribute as RPL (recognition of prior learning) when undertaking more advanced TAFE qualifications. You will find all relevant information in this booklet. In addition, Mater Christi College will provide, prior to the course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources. If you have further questions, concerns or issues relating to your learning, don't hesitate to contact your VET teacher.

Mater Christi College is a Registered Training Organisation (RTO No: 21124) to provide SIT20316 Certificate II in Hospitality as listed on our Scope of Registration with VRQA (Victorian Registration and Qualifications Authority) and listed on Training.gov.au.

What is VETIS?

Vocational Education and Training in Schools refers to enhanced senior school studies which enables a secondary student to combine their senior school studies with vocational training

Features of VET

- It is a two year program combining senior school studies and accredited vocational education and training
- Enables students to complete a nationally recognised vocational qualification (e.g. Certificate II in Hospitality) and a senior school certificate (VCE/VCAL) at the same time
- Allows a student to go directly into employment or receive credit towards further vocational training TAFE study
- Focuses on students developing industry specific and workplace skills
- It is a vocationally oriented school program designed to meet the needs of industry

How does VET Work?

A VET in Schools program is usually made up of:

- VET units of competency: Delivered by a registered training organization (RTO)
- Structured Workplace Learning: This involves an employer accepting a student on a one day a week basis or one-week block. Structured workplace learning enables the student to demonstrate acquired skills and knowledge in an industry setting. During the work placement, a student will have specific tasks to undertake in order to demonstrate competence. They will be regularly monitored and may be assessed on the job.

ATAR Contribution

VTAC may award VCE students who receive a Unit 3 and 4 sequence through block credit recognition a fifth or sixth study increment (10% of the average of the primary four scaled studies) towards their ATAR. This is subject to VTAC rules regarding the calculation of the ATAR.

From 2019, increments for block credit programs will be calculated using 10% of the lowest study score of the primary four. The increment is awarded by the Victorian Tertiary Admissions Centre (VTAC). Further information on the ATAR can be found on the VTAC website: www.vtac.edu.au

Please note that from 2015, Units 3 and 4 sequences achieved through block credit recognition can only be used in the calculation of an ATAR if there are fewer than six Units 3 and 4 sequences from VCE studies or VCE VET programs available, a Unit 3 and 4

sequence derived from block credit recognition cannot be used.

VET Increases Student's Learning Potential

- Broadens VCE/VCAL options;
- Develops student's capacity to make decisions and solve problems;
- Helps students to gain confidence and improve communication and interpersonal skills through learning in an adult environment;
- Fosters positive feedback by enabling students to demonstrate specific skills and competency;
- Matches student interests and career directions through the provision of strong pathways.

VET gives National Qualification and Skills

- Upon successful completion of the program, students are awarded a nationally accredited vocational training certificate or Statement of Attainment;
- VET qualifications may articulate directly into further education and training at TAFE through documented pathway agreements;
- VET provides access to a range of different technologies related to the type and place of work.

VET Prepares Students for the Workforce

- Multiplies post school opportunities;
- Provides the opportunity to trial a career.
- Helps students explore possible areas of interest which promote further study and work choices;
- Allows a student to develop strong links with industry and local community employers, i.e. students may be offered part time/casual work;
- Improves employment prospects;
- Helps students gain knowledge of employer's expectations and real working conditions;
- Develops their capacity for co-operation, teamwork and leadership skill development;
- Assists in transition from school to work.

ABSENCES

A phone call is required from a parent/guardian, for every absence from school. Parents/guardians should phone the absentee line on 9757 0980 by 9.00 am on the morning of the absence. A written note, signed and dated, is to be presented to the Pastoral Group teacher as soon as the student returns to school. If notification of absence is not received by 9:30am the College will forward an SMS to the student's parent/guardian to verify their daughter's absence.

External Students: Parents and students are asked to please notify Home School VET Coordinators AND Host School VET Trainer if a student is going to be absent. Absences MUST be kept to a minimum. A VET session missed is like missing one whole week of VCE work

ACADEMIC HONESTY

Mater Christi College is committed to the principles of academic honesty. It is expected that all College community members respect and abide by these principles.

Academic dishonesty includes:

- Plagiarism: the representation of the ideas or work (intellectual property) of another person as the student's own.
- Collusion: allowing one's work to be copied or submitted for assessment by another

- Work that is the same as another student's : all parts of the work must be the student's own words.
- Duplication of work: submission or presentation of the same work for different assessments set by different teachers.
- Behaviour which results in a student gaining an unfair advantage or that affects the results of another student (for example, taking unauthorised materials into an examination or misconduct during an examination).
- Collaboration: students may collaborate on a task but if the final assessment is to be marked independently the work must be written by each Individual student and not as a group.

Acknowledgement of Sources

Mater Christi College uses the Harvard author-date style of referencing. Examples of this are available to the community on the Learning Commons s web page and from the Learning Commons. Students are required to acknowledge the source of all data, photographs, diagrams, illustrations, maps and so on used in their work. Students are encouraged to use online citation generators to ensure correct formatting of bibliographies. The Learning Commons' web page provides links to preferred generators. The student is ultimately responsible for ensuring that all work submitted is authentic, with the work or ideas of others fully and correctly acknowledged. Students are expected to review their work before submission to ensure plagiarism has not been committed.

Restorative Justice

Mater Christi College is committed to the principles of restorative justice. Students are counselled by their subject teacher in situations of academic dishonesty. Students will be asked to resubmit their work for assessment. Students in Senior School (Years 10-12) will receive a Progress Notification while students in the Middle School (Years 7-9) will be referred to the Year Learning Coordinator.

ACCESS AND EQUITY

Mater Christi College is committed to providing all students with equal opportunity to pursue their training and development. The *Access and Equity Policy* is to be used by Mater Christi College to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

ACCIDENTS/ILLNESS

All accidents/illness whilst at the College must be immediately reported to your trainer. If you have any health concern please speak to your trainer who will in turn refer you to the Health Care Centre if appropriate.

ASSESSMENT

Students work through modules with outcomes being assessed for competency. Assessment is based on students being able to perform tasks and demonstrate particular skills to the standard required in that particular industry. See *Assessment Policy and Procedures* for more information.

CLASSES

Both VET classes will run on Wednesdays from 1.50pm to 6pm.

CONDUCT AND BEHAVIOUR

Students must conform to the expectations and rules of the College in all aspects e.g. piercings, footwear, uniform.

Students should arrive on time

Students do not leave early without explanation/parent note

External Students make their own way to and from Host schools

Students need to carry the Mater Christi ID card with them at all times when at the College.

Mater Christi students attending external courses will need to sign out at Student Service and wear correct school uniform or uniform allocated by the external college.

CONTACT DETAILS

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|--------------------------------------|--|
| Address/Contact Numbers | 28 Bayview Road, Belgrave 3160 Phone:9754 6611 Fax: 9752 5180 |
| Website | http://www.materchristi.edu.au/ |
| Pathways Coordinator/ VET Trainer | Sara Mugridge mugridge_s@materchristi.edu.au |

COURSE

The VET course is a training program which provides students with a nationally recognised qualification for the Hospitality Industry. The qualification provides the skills and knowledge for a student to be competent in a range of hospitality functions and activities. The focus of this course is working in a Front of House environment. Students will undertake some food preparation. This course is available for VCAL students and students wishing to use this subject to contribute to their VCE ATAR score. Students completing these units of competency are awarded VCE units 3 and 4. You are required to study both Unit 1 & 2 to be eligible for Units 3 & 4.

SIT20316 Certificate II in Hospitality Units 1 & 2 Wednesday 1.50–6pm

| Code | Unit of competence |
|------------|--|
| BSBWOR203 | Work effectively with others |
| SITHIND002 | Source and use information on the hospitality industry |
| SITXWHS001 | Participate in safe work practices |
| SITHIND003 | Use hospitality skills effectively |
| SITXCCS003 | Interact with customers |
| SITXCOM002 | Show social and cultural sensitivity |
| SITHCCC002 | Prepare and present simple dishes* |
| SITXFSA001 | Use hygienic practices for food safety |
| SITXINV002 | Maintain the quality of perishable items* |
| SITHCCC003 | Prepare and present sandwiches* |
| SITHFAB002 | Provide responsible service of alcohol |
| SITXCCS006 | Provide service to customers |

* Prerequisite – SITXFSA001 Use hygiene practices for food safety

Selected units of competence - extended program Units 3 & 4 Wednesday 1.50 – 6pm

| | |
|------------|--|
| SITHFAB004 | Prepare and serve non-alcoholic beverages* |
| SITHFAB005 | Prepare and serve espresso coffee* |
| SITHFAB007 | Serve food and beverage* |
| SITHFAB016 | Provide advice on food |
| SITXFIN001 | Process financial transactions |

*Prerequisite – SITXFSA001 Use hygiene practices for food safety

All students must participate in a structured work placement

Number of shifts to be completed

- Year 1 - 10 shifts
- Year 2 – highly recommended

Assessment

Students must achieve all units of competence

Units 3 & 4 school-assessed coursework: 66%

End of year written examination: 34%

EMPLOYABILITY SKILLS

The following table contains a summary of the employability skills as identified by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging.

| Employability Skill | Industry/enterprise requirements for this qualification include the following facets: |
|----------------------------------|--|
| Communication | Interacting with customers in a polite and friendly manner, asking questions and actively listening to customers to determine their needs; providing clear and accurate information to customers and colleagues to ensure a positive hospitality experience; interpreting verbal and written information on hospitality products, services and operational procedures; discussing operational and service difficulties with colleagues and supervisors. |
| Teamwork | Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality operational and service activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers. |
| Problem solving | Thinking about problems that relate to own role in hospitality operational and service activities; avoiding deadline problems by planning own day-to-day operational activities; identifying and resolving routine customer or operational problems using predetermined policies and procedures to guide solutions; clarifying the extent of problems and requesting assistance from team members and supervisors to solve operational and service issues. |
| Initiative and enterprise | Identifying and discussing with supervisors better ways to organise hospitality operational and service activities; seeking information on new technologies and suggesting their use to supervisors, providing suggestions for better customer service provision. |
| Planning and organising | Collecting and organising customer, product and procedural information to efficiently coordinate hospitality operational and service activities; planning both operational and daily activities to ensure a smooth workflow which delivers a positive service outcome for hospitality customers. |

| Employability Skill | Industry/enterprise requirements for this qualification include the following facets: |
|------------------------|--|
| Self management | Following policies and procedures for legal compliance; taking responsibility for servicing the hospitality customer and knowing when to refer difficulties to supervisors; seeking feedback and guidance from supervisors on success in hospitality operational and service activities. |
| Learning | Participating in activities to learn new things about the hospitality industry, new operational tasks and better ways of providing hospitality service; seeking and sharing information with colleagues on new hospitality products and services. |
| Technology | Understanding the operating capability of tools and equipment and selecting and safely using them; selecting and using the right personal protective equipment to manage personal safety in the workplace. |

ENROLMENT AND FEES

Mater Christi students will complete and submit a VET Student Enrolment form with the subject selection process using the VET code from the Curriculum guide for 2 electives. You will need to enrol on-line too (Mater Christi College will do this for you if the paperwork is in on time and approved). The Pathways and Careers team will contact you for any follow up application that may be required (for off campus studies). You will need to attend host school or RTO information session. There will be costs attached to all external courses. Visit the Mullum cluster site <http://www.mullumcluster.com/> Look at the students section for the new handbook 2019.

External students apply via their own schools who are members of the Mullum Cluster. Once numbers are confirmed, Mater Christi College will send an enrolment form. Mater Christi will invoice the student's home school at the end of Term 1 and the home school will in turn invoice the student.

Fees for 2019: Tuition \$780 Materials \$530

EXCURSIONS

Consent forms must be returned by the due date to the relevant VET teacher. You may be asked to travel independently to a venue – **VET Mullum Cluster Consent Form** gives you permission to travel under these circumstances. Please ensure you have returned this to your school's VET Coordinator.

ENTRY REQUIREMENTS

This course is only available to secondary school students attending Mater Christi College or in the Mullum Cluster.

FACILITIES AND EQUIPMENT

Classrooms will be used for delivery of theory. All classrooms are equipped with electronic white boards.

Sunny Siesta, a purpose-built café with commercial kitchens, will be used for the practical training.

Mater Christi students will have their own laptops and computers are available in the library for external students to use. All students must abide by the College's computer user

guidelines. The College Library has numerous resources for students and is open until 5pm with staff available to assist with any queries.

Didasko is the training program used at the College.

FEEDBACK COMPLAINTS AND APPEALS

As part of our quality program, students will be asked for feedback on the course. This feedback is valuable information for the College to maintain the currency and quality of the course.

All feedback/grievances should initially go to the VET Coordinator. Grievances are thoroughly investigated and, if necessary, referred to the Cluster Executive.

See cluster portal: <http://www.mullumcluster.com/>

See also: *Customer Complaints and Appeals Policy* and *Customer Complaints and Appeals Notification Form* below (also on <http://www.materchristi.edu.au/community/parent-resources/college-policies/>)

MULLUM CLUSTER

Visit the cluster website to see what courses are available: www.mullumcluster.vic.edu.au

42 schools are members and offer courses and Host students from other schools to study a VET course with them.

PERSONAL INFORMATION

If any of your personal details change (eg address) please ensure the college has updated details by emailing the Registrar: registrar@materchristi.edu.au

PHOTOGRAPHY

The Mullum Cluster reserves the right to photograph students for promotional purposes – unless parents advise against this in writing.

POLICIES

All Mater Christi policies relating to VET can be found on the intranet:

<https://mccportal.materchristi.edu.au/ews/GeneralInformation/StudentInformation/tabid/994/Default.aspx>

- Access and Equity Policy
- After-Hours Procedures
- Assessment Policy & Procedures
- Code of Practice
- Customer Complaints and Appeals Policy
- Customer Complaints and Appeals Notification Form
- Fees and Refunds Policy
- Finance Policy and Procedures
- Issuing Awards Policy and Procedures
- Recognition Policy and Procedure
- RPL Application Form

PRIVACY

For Privacy Policy and related documents visit:

<http://www.materchristi.edu.au/community/parent-resources/college-policies/>

For full details on how to access and correct personal information the College holds about you, please refer to *Access and correction of personal information* under the Privacy Policy.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Students who believe they already have some of the competencies in the course (eg through workplace, voluntary work, formal/informal studies) may apply for Recognition of Prior Learning (RPL). Credit Transfer is granted where evidence is provided to show that the same Unit of Competency has been successfully passed at another Registered Training Organisation (RTO). An original official Certificate or Statement of Attainment must be provided as evidence of completion. Other evidence could include, but are not restricted to, work records, records of workplace training, assessment of skills and knowledge, third party reports from supervisors/managers, trainers, volunteer experience, examples of work products, Statutory Declarations, photographs/video of work produced, previous position descriptions, customer response forms or letters.

Mater Christi College through national recognition will recognise the AQF qualifications and Statements of Attainment issued by any other RTO. Students are required to complete a RPL application form available on the Intranet. Refer to Recognition Policy and Procedures.

For further information on the steps involved to apply for RPL, refer to the Recognition Policy and Procedure on the intranet.

RECOGNITION AND CERTIFICATION

Certificates of Completion will be issued to students who complete the full VET course of competencies successfully.

Statement of Attainment is issued at the completion of the school year to students who have completed some but not all of the competencies. The statement will list the Units of Competencies completed successfully.

The College must have your current details and USI (see below information on how to get a USI) to issue Certificates/Statement of Attainments.

Annually trainers nominate students to receive Mullum Cluster Awards. A Presentation Ceremony is held early in term 4

REFUNDS

See Fees and Refunds Policy. Withdrawal from course needs to happen within 2 weeks of the course beginning. After this date Tuition fees to be charged in full. Material costs are not refundable once course has started.

RELEVANT LEGISLATION

Age Discrimination Act 2004

Australian Human Rights Commission Act 1986

Children Youth and Families Act 2005 (Vic)

Crimes Act 1958 (Vic)

Disability Discrimination Act 1992

Equal Opportunity Act 2010 (Vic)

Education and Training Reform Amendment (skills) Act 2010

Fair Work Act 2009

Health Records Act 2001 (Vic)

Occupational Health and Safety Act 2004

Privacy Act 1988 (Commonwealth)
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Working with Children Act 2005 (Vic)
Work Health and Safety Act 2011
Workplace Gender Equality Act 2012

REPORTING

Mater Christi College students will receive Progress Notes at the end of Term 1 and 3 and Reports at the end of Term 2 and 4.

External Students: Trainers/Host school will provide reports for Semester 1 and Semester 2 on the cluster portal. It is up to the Home school to distribute these.
MCC will communicate via Progress Notifications to Home schools and interim reports as required.

RESOURCES

Expo night held at Mater Christi College
MCC Curriculum guide on website
<http://www.mullumcluster.com/>
Mullum Cluster Handbook
Other TAFE handbooks on intranet /STUDENT INFO /VET

STUDENT SAFETY AFTER NORMAL HOURS

Refer After-Hours Procedures under VET/VET Policies:

<https://mccportal.materchristi.edu.au/ews/GeneralInformation/StudentInformation/tabid/994/Default.aspx>

TERM DATES 2019

| | |
|--------|-------------------------|
| Term 1 | 29 January to 5 April |
| Term 2 | 23 April to 28 June |
| Term 3 | 15 July to 20 September |
| Term 4 | 7 October to 6 December |

UNIFORM

Hospitality Uniform must be laundered and pressed weekly, further details will be given out in class.

UNIQUE STUDENT IDENTIFIER (USI)

All VET students are required to get a USI. If you don't have a USI, you won't be issued a Certificate when you complete the course. Simply log onto www.usi.gov.au and create a USI for yourself. You will need one valid form of ID such as:

- [Driver's Licence](#)
- [Medicare Card](#)
- [Australian Passport](#)
- [Visa \(with Non-Australian Passport\) for international students](#)
- [Birth Certificate \(Australian\)](#) *please note a Birth Certificate extract is not sufficient
- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [ImmiCard](#)

Once you have a number, please send it to Fiona Griffith email:
Griffith_f@materchristi.edu.au

You will need to keep this number in a safe place and remember your password as you will require it in the future. Do not use your school email address because you will not have access to this once you leave Mater Christi.

WORK PLACEMENT

Work placement is often essential to attain competency in a module in your VET course. Check with your VET teacher to see if this is a requirement of your course.

Structured Work Learning Forms are the responsibility of your home school however you must provide a copy to your VET teacher also. Students are expected to find their own work placements which may need to be completed on weekends or school holidays in some cases.

Customer Complaints and Appeals Policy and Procedure

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope

This customer complaints and appeals policy applies to all students enrolled with Mater Christi College.

Definitions

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment, the quality of the training, student support and materials, discrimination and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused of.
- All parties are told the decision and the reasons for the decision.

Policy

Mater Christi College believes that a student who has a complaint or appeal has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing. If presented in writing, a student is to use the standard *Customer Complaints and Appeals Notification Form* found on the intranet.

Mater Christi College will manage all complaints and appeals fairly, equitably and as efficiently as possible. It will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Mater Christi College acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person. (Note: The independent person is to provide a letter or email for the College accepting the responsibility. The acceptance should be attached to this policy document.)

Confidentiality should be maintained throughout the process of making and resolving complaints. Mater Christi College seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and trainers will be provided with details of the Customer Complaints and Appeals Policy and Procedure in their information folders. The information will also contain details of external authorities that they may approach.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. The student should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal;
 - state whether they wish to formally present their case;
 - steps they have taken to deal with the problem;
 - what they would like to happen to fix the problem and prevent it from happening again.
2. The student brings the complaint or appeal to the attention of the VET contact. In most instances this will be the Teacher. The College contact will acknowledge receipt of complaint and finalise as soon as possible.
3. If the complaint or appeal is not dealt with to the student's satisfaction, s/he may bring it to the attention of the Pathways Coordinator. The Pathways Coordinator will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of one week.
4. Should the issue still not be resolved to the student's satisfaction, Mater Christi College will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The external contact could be a mediator appointed by the Victorian Mediation Centre:

<https://www.vicbar.com.au/using-a-barrister/alternative-dispute-resolution/mediation>

All parties involved will receive a written statement of the outcomes including reasons for the decision.

5. All documentation relating to complaints or appeals should be archived with the student file (with Registrar) for audit purposes.
6. Mater Christi College's Director of Curriculum will be the person responsible for the implementation and maintenance of the policy.

Related Documents

Personal Protection and Respect Guidelines and Procedures

College Expectations and Pastoral Care Guidelines (Student Handbook)

Student Management Processes (Student Handbook)



Customer Complaints and Appeals Notification Form

Course code

Course name

Family name

Given names.....

Address

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Contact phone numbers

Contact email

Please state the nature of your complaint/appeal including dates, times and other people involved

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Student Signature:

MCC Representative Signature:.....