Complete Hospitality Training's – Online Service Standards

Complete Hospitality Training currently only offers a Certificate III in Hospitality Traineeship to Fonda employee's online.

Student Support

Staff at Complete Hospitality Training will provide the following support to students studying any aspect of their course online:

A Trainers/assessors will be available for queries about learning and assessment in house at Fonda between 10am and 4pm or via email to info@chtmelbourne.com.au or phone (03) 9654-1554 between 10:00am and 4:00pm Monday to Friday and at any time through the Cubo Platform for the duration of the course/module.

Staff will endeavour to reply to queries within 24 working hours Monday to Friday
Assessment will be returned within 7 working days.

Administrative and IT Support
Will be available for queries via email to info@chtmelbourne.com.au or phone (03) 9654-1554
Between 9:00am and 5:00pm Monday to Friday.
Will reply to queries within 48 hours.

Support services
Counselling service can be arranged by appointment between 10:00am and 4:00pm Monday to Friday. To make an appointment please make contact, via email to info@chtmelbourne.com.au or phone (03) 9654-1554. Online Library is available anytime at www.library.edu.au.

Student Entry Requirements and Induction

Learners will be required to have a general command of the English language, the capacity to read written instructions along with the ability to write at a level sufficient to complete workplace documentation. Applicants will be assessed in regard to these requirements through our pre-training review process where they will be required to undertake a Language, Literacy and Numeracy assessment and be required to demonstrate the ability to access the internet on a mobile device or provided device. During this process some learners may be identified as requiring support, in such cases the suitability of this course will be discussed with the learner. Where possible and reasonable adjustments may be applied to the training however those not deemed suitable will referred to a provocation training provider. This is not anticipated as the employer has a very high capability requirement for all staff.

Although there are no entry requirements to undertake this qualification as this strategy has been developed for a traineeship, candidates must meet the following requirements:
- employed in Victoria in either a full time or part time capacity under an award or registered agreement;
- undertaking an Approved Training Scheme;
- a signatory to a Training Contract with their employer, which is registered with the VRQA;
- a signatory, jointly with the employer and the Training Provider, to a Training Plan; and
- involved in paid work and Structured Training: Workplace-based or Structured Training: Off-the job

Complete Hospitality Training uses the Cubo Platform for online course delivery.
The following are the optimal information technology requirements to enable optimal access to the Cubo Platform:
- A device with a minimum of 8GB memory and 1.5Ghz processor.

- Microsoft Windows 8 and above or Mac OS version 10 and above.

Web-based content is available on hand held devices including mobile phones and tablets.

Trainer/Assessors will be provided learners with a secure login and basic familiarisation of Cubo on enrolment.

Learning Materials

Complete Hospitality Training ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:
- Guided content
- Graphics
- Video & Audio
- Interaction through phone and email
- Interaction through fortnightly tutorials held at Fonda Head Office

Student Engagement

The course on offer is competency based. Progressions are very individual. Timeframes have been set but are flexible to the learners' comprehension needs.

A copy of the training plan is provided to the learner with approximate timeframes for completion which the learner should use to guide their self-paced learning engagement. The learner is required to access the training provided on the Fonda Cubo platform and complete tasks and consolidate what they have learnt in the workplace. After completing the learning material, the learner when they feel ready to be assessed makes contact with the Trainer through the Cubo platform to arrange an assessment time.

Trainers/Assessors obtain a pdf report from the Cubo platform which shows learner engagement with detail of training engagement against each unit of competence and date and time of when this took place. Using this information, the trainer shall;
- Be aware of active participation and determine if the candidate is not progressing, thus initiating the need for a contact visit with the student.
- Provide feedback to learners during contact visits, and initiate any required support
- Update the training plan to show current status
- Initiate observation and/or assessment

If a student is not progressing well through the program, or is having difficulty with a topic or skill, the trainer will initiate a private conversation and discuss options to get the student back on track. These could involve repeating certain aspects of the course, additional homework or additional one-on-one coaching. Each fortnight there will be a 1-hour tutorial held by the assessor at Fonda head office for any student having difficulty with the program. Learners can request additional assistance as needed at these tutorial.

Trainees will be monitored monthly by phone, email or face to face to check their progress against their training plans.

Workplace visits by the Skills First Teachers will be made at the end of each cluster to conduct practical skills observations.

Assessments will be conducted by Assessors in the workplace and feedback will be provided on the spot. Ongoing feedback will be provided as you study through:
- interaction with trainers/assessors at tutorials and assessments
- in response to individual queries and in relation to tasks you complete

Progression only takes place once competency has been achieved.

We will contact students who have not logged on within 2 months of the course commencement date.

Students who have not logged on within 2 months of the course commencement date that do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course.

Mode and Method of Assessment

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment will include:

- knowledge questions
- projects / case studies
- demonstration of practical skills
- supervisors reports

Trainers and Assessors

All trainers and assessors delivering online courses at Complete Hospitality Training are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- participation in various workshops for online delivery