



# STUDENT INFORMATION

P.O. Box 4101 Croydon Hills, Vic. 3136  
Ph: 1800 LIQCON (1800 547 266)  
[www.liqcon.com.au](http://www.liqcon.com.au)  
[info@liqcon.com.au](mailto:info@liqcon.com.au)

**Welcome to training at  
LiqCon  
Registered Training Organisation: RTO 21718**

**INTRODUCTION**

LiqCon operates under the Conditions and Standards of the Australian Qualifications Training Framework (AQTF) in the Vocational Education & Training Sector. As such there are requirements that all clients and students need to be informed of.

**Australian Qualifications Training Framework Structure:**

Secondary Education Sector	Vocational Sector	Higher Education Sector
Year 12 Year 11	Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctorate (PhD) Masters Graduate Diploma Graduate Certificate Bachelor Degree Diploma

**Vocational Education & Training - VET**

- Vocational education and training is a process that builds partnerships to assist students to understand and plan for the employment and training options available to them
- VET qualifications provide people with practical skills and information to enable them to competently perform their workplace roles.
- VET qualifications are part of the Australian Qualifications Framework that links all recognised education and training nationally.

**The VET system:**

- VET is competency based
- Vocational means that it is work related - students learn workplace skills to a workplace standard using National Training Packages from the Australian Qualifications Training Framework AQTF, which are specifically designed to current industry standards
- Enhances student's employability
- Increases student's self-confidence / motivation

**Training Packages**

Training Packages are an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

## **About LiqCon**

LiqCon currently only delivers a single unit of competency from the SIT Tourism, Travel and Hospitality Training Package and all trainers and assessors are required to follow the requirements outlined in the relevant training package for all delivery and assessment purposes.

## **Flexible learning and assessment strategies**

LiqCon is committed to offering flexible learning and assessment opportunities to their clients. This includes:

- Workplace Delivery
- Workplace Coaching
- Self-Paced Instruction online
- One on one training
- Practical Demonstration
- Observation
- Team-group work
- Online Webinars

## **Recognition of prior learning (RPL) and Recognition of Current Competencies (RCC)**

RPL and RCC is the acknowledgement of a full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience. LiqCon will ensure that an individual's prior learning is recognized if requested.

## **National Recognition for Credit Transfer**

LiqCon recognises qualifications and statements of attainment issued by other RTOs for like competencies. Students seeking credit transfer for AQF qualifications and/or statements of attainments must present the original documents for verification.

## Training Environment

LiqCon will comply with all laws relevant to the operation of the training / workplace premises including occupational health and safety and fire safety regulations and ensure that the training / workplace premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

LiqCon will implement fair educational programs maximise the participation of students and will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs. LiqCon will assist students in accessing support and guidance services that cannot be offered internally. All students will be required to comply with LiqCon Code of Conduct. Inappropriate behaviour will not be tolerated. A copy of Code of Conduct will be provided to you upon request.

## Competency based Assessment

is a process of collecting evidence and making judgments on whether competence has been achieved.

This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed. Assessment methods need to be valid, reliable, fair, and flexible. Our training consultants will work with you to find the best methods in which you can demonstrate your competence in the areas required.

## Assessment Process

The objectives of assessment process are:

- To confirm that participants have acquired the competencies identified in the learning Unit of Competencies.
- To demonstrate that participants are competent to the agreed industry standard.

Assessment methods may include but are not limited to:

- |                          |                                      |
|--------------------------|--------------------------------------|
| * Observation            | * Practical demonstration/Role plays |
| * Case studies           | * Multiple choice questions          |
| * Short Answer questions | * Simulations                        |

## **Cheating, Collusion and Plagiarism**

LiqCon defines the following terms within this procedure

*Cheating* - Copying another's work without their acknowledgement. The way students present ideas and information in assessments must be totally their own

*Collusion* - when two people work together on an assignment/assessment which is supposed to be done individually.

*Plagiarism* - when someone submits work that was written by someone else and claims it as their own. Students are expected to uphold integrity and avoid plagiarism

LiqCon does not accept any such practices of cheating, collusion or plagiarism and occurrences are viewed seriously.

LiqCon will place the following penalties on students who have been identified as having cheated, colluded or plagiarised assessment tasks:

- The relevant test or assignment will not be assessed; therefore, the student is considered not to have completed the subject requirements.
- A 'not yet assessed as being competent' result will be recorded, and re-enrolment will be required
- Students found to have cheated, colluded or plagiarised during assessment will be listed on the student records register.

## **Statements of Attainment**

LiqCon will ensure all student Statements of Attainment or Certificates are issued and provided directly to the students only (not to a third party unless direct authorisation is provided by the student via the authority to release information form)

This will occur in a timely manner (within 2 business days for online courses and within 10 business days for face to face courses).

Should Statements need to be reissued the student needs to contact LiqCon directly via the website. \$25 re-print fee applies for emailed copies of certificates.

Please note: Those students that are under the age of 18 years are unable to provide alcohol to customers until they are actually 18 years old.

## **Student Support Services**

Students requiring assistance with their training should contact their trainer in the first instance. LiqCon is committed to meeting the needs of all participants. If support cannot be provided internally, appropriate external referrals will be suggested.

## Refund

LiqCon refund procedure is as follows:

- On-line courses – requests for refund (whether training commenced or not) – No Refund
- Cancellation of training session by LiqCon – Full refund or reschedule
- Cancellation or Non-attendance by student without 24 (business) hours notification – No refund
- Late attendance by student where admittance is refused as *Liquor Control Victoria* requirements – No refund
- Cancellation by student with more than 24 (business) hours notification – refund less \$40 administration charge
- Re-scheduling by student with more than 48 (business) hours notification – No charge
- Re-scheduling by student between 24 & 48 (business) hours notification - \$20 administration charge

## Equal Opportunity

LiqCon recognises that it has a legal responsibility to take all reasonable steps to ensure that staff and students are free from discrimination, harassment or bullying of any nature. LiqCon is firmly committed to providing a working, teaching and learning environment that is free from such situations as they not only deny a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment. It is the responsibility of all staff to ensure the requirements of the access and equity policy are always met

## Relevant Legislation

A range of legislation is applicable to us and all staff and students. It is the responsibility of all staff to ensure the requirements of relevant legislation are always met by us. Information on relevant legislation can be found as follows.

- *Occupational Health and Safety Act 2004*
- *Privacy Act 1988*
- *Racial Discrimination Act 1975*
- *Racial & Religious Tolerance Act 2001*
- *Disability Discrimination Act 1992*
- *Education & Training Reform Act 2006*
- *Education Training Reform Regulations 2017*
- *Victorian Qualifications Authority Act 2000*
- *Liquor Control Reform Act 1998*

## Complaints and appeals

LiqCon will ensure the fair and efficient handling of any complaints should they arise.

LiqCon will ensure that

- (i) each complaint and its outcome is recorded in writing.
- (ii) each appeal is heard by an independent person or panel.
- (iii) each appellant has an opportunity to formally present his or her case
- (iv) a re-assessment will be carried out, if necessary
- (v) each appellant is given a written statement of the appeal's outcomes, including reasons for the decision.

Additionally, students are informed that complaints may also be made to the VRQA on matters of training and assessment if so desired.

VRQA contact:

Email: [vrqa@education.vic.gov.au](mailto:vrqa@education.vic.gov.au)

Phone: [+61 3 9637 2806](tel:+61396372806) (9:00 am – 5:00 pm, Monday – Friday)