

# Kentucky Fried Chicken®

## REGISTERED TRAINING ORGANISATION LEARNER HANDBOOK



Kentucky Fried Chicken Pty Ltd

RTOID. 91014

20 Rodborough Road Frenchs Forest, NSW 2086

## **Introduction**

This handbook is to advise you of important information about the Nationally Recognised Qualifications that KFC deliver through the Employer Learnership Program. KFC is an enterprise Registered Training Organisation (RTO), delivering nationally accredited training qualifications and courses throughout Australia under the requirements of the VET Quality Framework (VQF).

Operating as Kentucky Fried Chicken Pty Ltd (Code 91014), the RTO is regulated by the Australian Skills Quality Authority (ASQA).

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

If you wish to see more information about the standards and conditions of registration, please follow [this link](#).

This learner information handbook will outline services the KFC RTO will provide the learner, along with the rights and obligations of the learner and the RTO (including how to make a complaint or appeal against a decision or an assessment).

### **About KFC**

As one of Australia's largest employers we recognise that it's not just enough to provide employees with the practical skills needed to work at our restaurants. Our development and training initiatives teach the importance of responsibility and strong work ethic; having a positive attitude; team work; communication and working under pressure – skills that will serve employees well in the future.

KFC is extremely proud to deliver high quality and nationally recognised training to employees across Australia. This enables many of our employees to achieve a nationally recognised qualification in conjunction with on-the-job experience.

KFC recognises the importance of creating a culture where everyone makes a difference.

Our formula for success is to put our people capability first and satisfied customers and profitability will follow. For this reason, we believe that our people are our greatest competitive advantage.

Career progression into Management is encouraged at KFC with many opportunities available within Australia and overseas.

# Be your Best Self with KFC



## What is Nationally Recognised Training?

Nationally recognised training is training that leads to a vocational qualification and is recognised across Australia. Your study can be completed at a TAFE or a private training organisation-like the KFC RTO.

## Ensuring quality in Training & Assessment

The KFC RTO;

- Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, which safeguard the interests and welfare of our learners.
- Maintains a learning environment that is conducive to the success of learners.
- Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provides adequate facilities, and uses methods and materials appropriate to the learning and assessment needs of learners.
- Monitors and assesses the performance and progress of its learners.
- Ensures that RTO Trainers and Assessors are not only suitably qualified but are also sensitive to the cultural and learning needs of our learners, and provides ongoing professional development.
- Ensures that assessments are conducted in a manner which meets the endorsed components of the relevant training package(s) and/or accredited courses.
- As part of our quality training we consult with industry on a regular basis to ensure the design and delivery of our qualifications meet the needs of the learner and industry.
- Encourages the continuous improvement of training and assessment strategies and practices to ensure ongoing compliance.

## Scope of Registration

**KFC has the following qualifications on scope:**

| Qualification                                | KFC Training “on the job”                     |
|--|---|
| SIR20216 Certificate II in Retail Services   | Team Member Training                          |
| SIR30216 Certificate III in Retail           | Team Member Training or Leading a Shift (LAS) |
| SIR40316 Certificate IV in Retail Management | Leading a Restaurant (LAR1 & LAR 2)           |

The skills and knowledge obtained in Nationally Recognised Training are transferable across various industries. Upon successful completion of nationally recognised training with KFC, you will be issued with a Statement of Attainment or testamur.

A testamur may be a Statement of Attainment for specific topics or units of competency, or it may be a complete qualification such as certificate or diploma.

## What is a Traineeship?

Traineeships are work based training programs that combine work and structured training.

Although they vary from one industry to another, all Traineeships include the following:

- Paid employment
- A training contract that is signed by both the employer and the trainee
- A training plan, delivered by a registered training organisation that meets the requirements of a learner and leads to a Nationally Recognised Qualification.

## Traineeship Funding

As a student/learner undertaking a traineeship there is government funding that can be accessed to help subsidise your training. The KFC RTO can access this funding which may vary between states and territories within Australia. This funding may reduce your ability to access subsidised training options in the future.

It is important that you take the time to gain some understanding of industry, training, career pathways and job prospects.

**For more information on subsidised training** please review **the table in this Learner Handbook under** [Links to State Government training websites](#).

## Selection and Induction

Traineeships offered by KFC are open to all KFC employees.

Traineeships or accredited short courses (Food Safety Supervisor Training) may be subject to prerequisites or special enrolment conditions.

They are subject to approval by the Restaurant General Manager (RGM), Area Coach and/or franchise partners. Traineeships are dependent on the suitability of the employee/learner and

operational requirements.

Learner enrolment/inductions are conducted in an ethical and responsible manner. Selection decisions are transparent and comply with equal opportunity legislation as per our internal policies outlined in *Team Member Orientation* and *KFC Benefits and Policies Handbook*.

If a learner is undertaking a traineeship, a contract between the employer and the learner will need to be completed by an Australian Network Provide (ANP). If a learner is under 18 years of age, a parent/guardian's signature will be required.

## **Training Plan (Traineeships only)**

Once your contract has been registered, a training plan must be negotiated between the RTO, the employer and the trainee/learner. If the learner is under 18 years of age, most states require a parent/guardian signature. If a school-based traineeship is being undertaken then the school also needs to approve and sign the Training Plan.

A complying training plan must clearly state:

- The approved (VET) course or qualification that the learner will undertake
- The training and assessment – both off the job and on the job – that will be provided to the learner
- When, where and how that training and assessment will be provided to the learner and
- Who will provide the training and assessment to the learner

Language, Literacy and Numeracy (LLN) forms an integral part of the learners training plan. Information on LL&N is below.

## **Language, Literacy and Numeracy (LLN) Information**

Learners complete an LLN screen as part of the induction process to evaluate their needs and capabilities against the (ACSF) Australian Core Skills Framework. The outcome of the LLN activity will contribute to the determination of suitability and flexibility of learning for each individual learner.

- If it is determined that the learner requires additional support, the Trainer and Assessor will consult with the learner, employer, RTO Coordinator (RTOC) and other relevant parties to develop and action plan/training plan to ensure training and assessment is designed to best support the learner. This will ensure the learner can work through their qualification without disadvantage. The support will be arranged based on the needs of the learner and all arrangements will be documented and incorporated into the training plan design.
- Where it is identified that a learner has particular needs requiring Learner Support Services the RTOC will work with the Trainer and Assessor to engage such services.

## **Learner Support Services**

Learner Support Services (LSS) provides individualised support to learners with barriers to training through a case management model.

LSS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

Learner Support Services assists learners to stay in training and complete their qualification by:

- helping them to navigate the training system
- addressing life issues interfering with training
- addressing study skill support needs
- obtaining supports available in the community

Each State Contract may have specific Learner Support Service requirements. Speak to the RTO Coordinator in your state for additional information.

## **Training Delivery**

Your training begins after a signed training plan is in place and an induction with a Trainer and Assessor has occurred.

Our competency-based training is delivered by RTO Trainers and Assessors with substantial industry experience, coupled with relevant vocational education qualifications in training and assessment.

The majority of training will occur within the learner's workplace;

- On the job training can include one on one or group training.
- Off the job training is time spent away from normal duties which could include learning new skills and gaining knowledge.
- Online training through Learning Zone, our Learning Management System (LMS) includes learning activities and tutorials.
- Simulated work environment- this will be achieved by performing role plays or simulated demonstrations within the workplace.

Classroom sessions will occur at the commencement of Team Member Orientation (TMO) and Get Ready To Lead (GRTL). Leading A Restaurant (LAR) 1 & LAR 2 learners will have some classroom training for their LAR modules at their state specific RSC or a centralised training room arranged for this purpose dependant on the qualification being undertaken.

## **Length of Training**

The Australian Qualifications Framework (AQF) is the national policy for qualifications in the Australian education and training system. The AQF provides a framework of 'AQF levels', which contain one or more qualification types.

The AQF describes what a learner is expected to know, understand and be able to do as a result of learning in regards to knowledge, skills, the application of knowledge and skills required and the volume of learning.

Each qualification or UoC, depending on the AQF levels contain different complexities, depth and application of knowledge and skills of learning which could impact the length of training for an individual learner.

As an RTO we also need to ensure our teaching strategies and assessment methods meet the needs, abilities and circumstances of the students and industry, which again can have an impact on the length of learning.

So, in other words VET qualifications or UoC are based on a set of competency standards, rather than being determined by a set amount of time to undertake a unit or course of study.

**Note:** All Training and Assessment is completed during paid rostered hours.

### **What is Competency Based Training (CBT) and Competency Based Assessment (CBA)?**

CBT is the method of providing training to ensure that the learner has the skills they require to work effectively and safely in the workplace.

CBA is the method of deciding whether a Learner has achieved the level of skill they require to work effectively and safely in the workplace. It involves gathering and judging evidence in order to decide whether someone has achieved the required level of skills. Using CBA, there are no 'grades' like in school.

**VET requires you to be assessed as either 'competent' or 'not yet competent'. If you are not deemed "competent" straight away, you will be given further opportunities to demonstrate your competence.**

### **Reasonable Adjustment**

Reasonable adjustment is a term used for VET to enable learners with a disability to participate in education and training on the same basis as learners without a disability.

The learner still needs to do the work and demonstrate the required knowledge. A reasonable adjustment can be as simple as extending or modifying timeframes for training and assessment.

### **Pre - Requisite**

Some Qualifications/courses and their Units of Competency delivered by the KFC RTO have pre-requisites. These pre-requisites are prescribed under the training package, and the KFC RTO must ensure that evidence of a learner holding any required pre-requisite unit of competency is obtained prior to the commencement of training.

### **Existing Qualifications or Statements of Attainment**

KFC is committed to providing an effective recognition service for all learners. All learners that enrol in a course may be eligible for recognition of prior learning (RPL) regardless of how or where that learning occurred. You may also apply for Recognition of Current Competency (RCC) or Credit Transfer (CT) for units that you have completed previously.

### **What can be Recognised?**

Under the AQF, competencies may be attained in a number of ways. These can include:

- Formal courses / training programs that a person has undertaken in the past, which may or may not have been completed.
- Industry based training programs.
- Learning results of life experience.
- An overseas qualification.

To recognise existing qualifications, your KFC RTO Trainer and Assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. This may mean that you will require re-assessment for all or part of your qualification.

All assessments of existing qualifications are reviewed by our qualified KFC RTO Trainers and Assessors.

### **Credit Transfer (CT)**

The KFC RTO recognises the credentials issued by any other RTO based in any state or territory of Australia. This includes statements of attainment or USI Transcripts for specific units of competency and any qualifications issued under the AQF.

### **Recognition of Prior Learning (RPL) and/or Recognition of Current Competency (RCC)**

RPL & RCC is the recognition of your current competency, which may have been gained through prior learning, on the job or life experience.

KFC believes that it is vital that a learner can demonstrate current competency (rather than, say, demonstrating what they have learned in the past). Evidence to show competency may include documentation of existing knowledge and experience. However, many competencies also require demonstration of practical activities and problem solving.

Acceptable Evidence

Evidence to show CT, RCC or RPL may include:

- Copies of pay slips, CVs, performance appraisals, or other employment related documentation.
- Samples of completed work.
- References from current and prior employers, supervisors and colleagues.
- Testimonials as to capabilities from persons holding relevant qualifications in the area being assessed.
- Copies of either qualifications or statements of attainment issued by another RTO.

Where CT, RCC or RPL can't be granted

There are instances where it is not possible to grant CT, RCC or RPL. Examples are:

- The unit or qualification previously completed has been superseded and no equivalent unit exists.
- Where industry and/or employer requirements to complete the qualification or unit of competency exceed the requirements of the training package, for example, renewal of competency on a regular basis.

Your Trainer and Assessor will assist in explaining any instance where CT, RCC or RPL cannot be granted.

For more information about RPL, RCC or CT please speak with your RTO Coordinator or Trainer and Assessor.

## **Code of Conduct**

The KFC RTO works with qualified and experienced Trainers and Assessors at all times. Each learner has the responsibility to make every effort to progress in their training. Assessments are performed objectively and consistently to determine competency and understanding of the material. Learners are provided with a harmonious and enjoyable learning environment. Learning at KFC involves working with others as a team and every learner is responsible for creating and maintaining respectful working relationships.

## **Access and Equity**

KFC is a people-focused business. It is committed to building long-term relationships with its employees and giving everyone from diverse backgrounds the opportunity to reach their full potential. KFC acknowledges that it has a responsibility to create a workplace where all employees can confidently grow personally and professionally. For these reasons, KFC is committed to engaging its employees by investing in developing and supporting them through the entire employment life cycle.

At KFC we work hard to ensure that all our employees have equitable access to quality training and assessment services. As part of our commitment to an inclusive approach to professional development, KFC takes on the costs related to all our training schemes, including VET qualifications, student fees, material costs and administrative fees.

This means policies and approaches aimed at ensuring that VET is responsible to the individual needs of participants whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

## **Privacy**

The RTO and its RTO Trainers and Assessors will not disclose any personal information about our learners to any third party. Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by the KFC RTO for statistical, administrative regulatory and research purposes. Trainers and Assessors will use the information collected only for the services we provide. If personal information is required by a third party, learner consent will be obtained prior to release of any information. Participant records are managed securely and confidentially and are available for participant perusal on request.

## **Training Records**

KFC will maintain evidence of competence and issue of Statements of Attainment and Qualifications for a period of at least 30 years, as required by the VQF.

## **Access to Records**

KFC maintain a record of training for every trainee. If you require access to your traineeship or learner personal records, please contact the KFC Restaurant Support Centre and ask for the RTO Administrative Assistant who can arrange this for you.

## **RTO Trainers and Assessors Code of Practice**

KFC ensures that all RTO Trainers and Assessors make a commitment to operate within the following code of practice to:

- Operate within the requirements of the NVR Standards and VQF;
- Ensure their work is carried out efficiently and effectively;
- Maintain high standards of skills, knowledge, and legal and ethical standards of practice which reflect favourably both on themselves and KFC;
- Be aware of situations of actual and potential conflict of interest and to take appropriate action to declare and / or resolve these;
- Encourage and maintain a culture of honesty, integrity and open communication;
- Encourage and maintain a culture of open discussion of complaints, disagreements and problems as a basis for improvement and development both personally and for the organisation;
- Ensure that accurate information is provided to learners, including their rights under the following policies:
  - access and equity;
  - disputes, complaints and appeals; and
  - fees and refunds.

## **Workplace Health & Safety**

All KFC RTO Trainer and Assessors have a responsibility to provide a safe and healthy environment for all learners and follow all WH&S company policies and standards. We are committed to providing a workplace which is fair, safe and free from any form of harassment.

## **Safety & Welfare of Youth**

All young people who access the services of KFC have a right to feel and be safe.

KFC Restaurants is committed to the safety and wellbeing of all children and young people accessing our services and the welfare of the children in our care will always be our first priority. We aim to create a child safe and child friendly environment where young people feel safe and enjoy learning. All RTO Trainer and Assessors complete the appropriate child related employment screening and are required to have a current Working with Children Check on file.

## **Fees**

AT KFC tuition fees, and any associated charges for a course, are paid for by the employer.

All employers of prospective learners have access to the RTO fees and charges, including refunds which are reviewed annually. KFC RTO fees for each state and relevant government jurisdiction are published and accessible on the KFC Australia website.

Any applications for fee exemption/concession of government subsidised student fees will require submission of the appropriate form by the prospective learner.

## **Smart and Skilled (NSW Only)**

Smart and Skilled is a reform of the NSW Vocational Education & Training (VET) system. It is helping people in NSW get the skills they need to find a job & advance their careers. Smart and Skilled provides eligible learners with an entitlement to government-subsidised training.

KFC RTO must charge the relevant fees outlined by the NSW Government.

Registered NSW learners accessing the Smart and Skilled subsidised training are eligible for the capped qualification fee. Individuals who are ineligible to access the Smart and Skilled subsidised training or capped qualification fee, may complete a traineeship under a Fee for Service arrangement with approval from their employer.

For further information on Smart and Skilled please visit: <https://smartandskilled.nsw.gov.au/about>

Additional information and welcome guide for trainees is available at:

[https://www.training.nsw.gov.au/forms\\_documents/apprenticeships\\_traineeships/thriving\\_in\\_your\\_apprenticeship\\_and\\_traineeship.pdf](https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/thriving_in_your_apprenticeship_and_traineeship.pdf)

**Pre-enrolment information:** Prior to enrolment you will be provided with the following information:

- Recognition of Prior Learning and Credit Transfer information
- Consumer protection information (Complaints & Appeals)
- Subcontractor information if relevant
- What a student should do if they wish to defer or discontinue training
- How students can access support during training
- Contact details for any support services provided

## **Notification of Enrolment process**

KFC RTO follows the Notification of Enrolment process for eligible prospective learners. KFC RTO carries out notifications of enrolment via the Portal in accordance with the following process. The RTO must first obtain consent of the prospective learner to the Department's use of their individual information.

You will be required to sign the;

- Consent to Use and Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies form
- Student Fee Exemption/Concession Application Form

Upon completion of this process a Student Commitment ID will also be issued and a copy of the Notification of Enrolment Report will be generated and kept on your file.

The Notification of enrolment process will be completed before any training is delivered to the learner. The RTO will take all steps to commence the enrolled learner in the approved training connected to the Commitment ID on the planned start date.

## **Deferral or Withdrawal from Subsidised Training**

### **Deferrals**

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your Trainer and Assessor who will explore with you any support requirements you may need to help you continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

### **Withdrawals**

If you decide to withdraw from your training, please discuss this with your Trainer and Assessor who will explore with you any support requirements you may need to help you continue with your training.

If the reason for your withdrawal is related to the KFC RTO's performance, we will ensure that all reasonable efforts will be made to address your concerns regarding the delivery of training and assessment.

If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be issued any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments
- You employer will be refunded any outstanding fees in line with the *RTO NSW Fee Policy*

### **Jobs and Skills WA (WA Only)**

Jobs and Skills WA is the way the State Government prioritises its investment in training to focus on courses that equip people to take up jobs that are or will be in high demand, and in the services provided to support people to achieve successful training and employment outcomes.

KFC may receive funding under the Department of Training and Workforce Development (DTWD) through contractual arrangements for eligible participants.

Fees and charges for learners undertaking publicly funded vocational education and training (VET) in Western Australia must be collected in accordance with the provisions of the *Vocational Education and Training Act 1996*, *Vocational Education and Training (Colleges) Regulations 1996* and/or, where appropriate, as specified in contractual arrangements with the RTO provider.

Fees are charged for units commencing in the calendar year, irrespective of the date of enrolment or duration of the course.

Publicly subsidised learners cannot be charged for units that commence outside of the contracted years policy with the RTO.

The course fee is the sum of fees for all units that a learner enrolls in.

Course fees must be paid regardless of mode of delivery, including training that is 100% on the job.

An hourly rate based on nominal hours will apply to each unit commenced.

| <b>NON-CONCESSION STUDENT</b>  | <b>FEE RATE PER<br/>NOMINAL HOUR</b> |
|--|--------------------------------------|
| Diploma, Advanced Diploma and Existing Worker Traineeships                                   | \$5.79                               |
| Apprenticeships, Traineeship* and Priority Industry Qualifications<br>(up to Certificate IV) | \$3.25                               |
| <b>CONCESSION STUDENT</b>  | <b>FEE RATE PER<br/>NOMINAL HOUR</b> |
| Concession-eligible Diploma, Advanced Diploma and Existing Worker Traineeships               | \$1.74                               |
| Apprenticeships, Traineeship* and Priority Industry Qualifications<br>(up to Certificate IV) | \$0.97                               |

\*Excludes existing worker traineeships

For secondary school-aged persons not enrolled at school, the maximum course fee chargeable in 2019 is \$420. The maximum is the total fee for all courses the student is enrolled in. These students are also concession-eligible.

### **Fee Concessions**

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
  - i) A Pensioner Concession Card.
  - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
  - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged persons, not enrolled at school.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

### **Vet in Schools**

Secondary school students are exempt from course and resource fees if they:

- a) are enrolled at school, as defined in the *School Education Act 1999*; and
- b) are undertaking a VET course.

## Temporary Residence

Persons holding a temporary visa of sub-class 309, 444, 820, 826, or secondary holders of a temporary visa of sub-class 457 are to be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions

## RPL Charges

Full or partial RPL is \$500 paid by the employer.

## Refunds

KFC may provide a full fee refund, less an Administration fee of \$250 only where a trainee withdraws from the program within 2 months of the trainee's commencement or prior to their first visit, whichever occurs first and the employer requests a refund in writing within 2 weeks of this date.

## Links to State Government training websites

For more information about funded training in your state or territory please review the links below. Should you have any questions contact your manager, Workplace Trainer & Assessor or the RTO Coordinator in your state.

| State              | Funding Program   | Website   |
|--------------------|---|---|
| New South Wales    | Smart & Skilled   | <a href="https://smartandskilled.nsw.gov.au">https://smartandskilled.nsw.gov.au</a>   |
| South Australia    | Work Ready  | <a href="http://www.skills.sa.gov.au">http://www.skills.sa.gov.au</a>   |
| Western Australia  | Job & Skills WA   | <a href="https://www.dtwd.wa.gov.au/jswa">https://www.dtwd.wa.gov.au/jswa</a>   |
| Victoria           | Victoria Department of Education, Training & Development  | <a href="http://www.education.vic.gov.au/victorianskillsgateway">http://www.education.vic.gov.au/victorianskillsgateway</a>     |
| Tasmania           | Skills Tasmania   | <a href="http://www.skills.tas.gov.au/apprenticeshipsTraineeships">http://www.skills.tas.gov.au/apprenticeshipsTraineeships</a> |
| Northern Territory | Northern Territory Government Department of Trade Business and Innovation, Business and Workforce | <a href="https://www.australianapprenticeshipsnt.com.au/">https://www.australianapprenticeshipsnt.com.au/</a>                   |

## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each learner. This creates a secure online record of your recognized training and qualification gained in Australia, from all training providers you undertake recognized training with, and will give you access to your training records and transcripts. A USI Number will stay with the learner for life, and must be recorded with any nationally recognised VET course they undertake.

Learners must provide their USI to the RTO upon induction to be validated and for training records to be updated. KFC RTO will make every effort to verify a learner's USI at the point of enrolment.

Ensuring this information is collected at the start of the learner's time with the RTO avoids data reporting problems later on, particularly in cases where the student discontinues their studies or has not yet completed at the time of data reporting. If a USI has not been obtained, AQF certification cannot be issued and the RTO's AVETMISS data for that calendar year is unable to be submitted to the national provider collection. This could potentially impact accuracy of your training records.

All learners will need to create a USI should they not have one.

**To create a USI** - <https://www.usi.gov.au/students/create-usi>

**To find a USI** - <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

[National VET Data Policy](#) that RTOs should make every effort to verify a student's USI at the point of enrolment.

## Quality Control

The KFC RTO is committed to continuously improving the services it offers and will seek feedback from learners about the services they have received from us. In order to achieve this, KFC RTO systematically evaluates quality/performance indicator data, validation outcomes, Learner, Employer Trainer and Assessor feedback and complaints and appeals.

Issues and concerns identified are recorded in the Continuous Improvement Register which is analysed and information is then used in strategic planning, product development, service delivery changes and in the implementation of process improvement activities.

## Complaints

Kentucky Fried Chicken Pty Ltd (KFC) will make every effort to ensure that all complaints and appeals relating to our Registered Training Organisation programs are resolved swiftly and in accordance with Standard 6 of the Standards for RTO's 2015.

Any learner or third party may lodge a complaint with KFC with the reasonable expectation that all matters and issues will be treated with integrity and privacy and handled systematically, objectively and appropriately in accordance with the principles of natural justice and procedural fairness.

A complaint may be lodged in respect of the conduct of:

- KFC RTO, its trainers, assessors or other personnel.

In respect of dissatisfaction with an assessment result, please refer to the Appeals Policy listed below.

All complaint claims and actions are free of charge to the complainant.

## How to Submit a Complaint

If the complaint cannot be resolved by the Trainer and Assessor or RGM.

Please email any complaint directly to [au-rtoqueries@yum.com](mailto:au-rtoqueries@yum.com) .

Be sure to include the following information:

- Date of incident
- Names of those directly involved in the incident

- Names of those indirectly involved in the incident
- Your name
- Your contact details
- A detailed description of the incident about which you are lodging your complaint.

### **How is a Complaint Handled?**

Immediately upon receipt by the RTO, the complaint will be forwarded onto the RTO Compliance Coordinator.

- The RTO Compliance Coordinator will acknowledge receipt of the complaint in writing to the complainant within five days of receipt of the complaint and copy this acknowledgement to the National RTO Manager.
- The RTO Compliance Coordinator will ensure that all parties have the opportunity to present their case.
- Any person involved in an investigation of a complaint may choose to have an advocate or support person present at any stage during the investigation process.
- The complaint will be investigated by the RTO Management Team (comprising the RTO Compliance Coordinator, the National RTO Manager, if required the Human Resources Development Manager (HRDM) with support from relevant RTO Trainers and Assessors, within ten working days of acknowledging receipt of the complaint.
- The RTO Management Team will address the complaint by recommending follow up action in writing to all parties within five working days of completing investigations.
- All correspondence relating to the complaint will be recorded on the learners' file.
- Following the procedure above, a complainant will expect a formal response to their complaint in writing within a maximum of 21 business days.

Throughout the process, the RTO Compliance Coordinator is responsible for:

- Understanding the nature of the complaint
- Exploring all options and possible implications for resolving the issue with the complaint or aggrieved person
- Avoiding any behaviour which might reasonably be interpreted as judgemental
- Finding a solution and resolving the matter with the least amount of disruption for all parties.
- Ensuring the process is actioned and closed-out within the timeframes specified.

Throughout the process, the complainant has the right to:

- Receive and respond to any documentation, as appropriate, that is submitted in connection with the complaint
- Have a complaint dealt with and treated confidentially with details only disclosed with expressed permission
- Be provided with reasons and a full explanation in writing for decisions and actions taken as part of the complaints process.

## Appeals

Appeals arise when a complainant is dissatisfied with the results of their official complaint, or the result of an assessment decision (including RPL).

The essential nature of an appeal is that it is a request to reconsider a decision made by the KFC RTO. All appeals are free of charge.

If unsatisfied with the outcome of a complaint, or an assessment decision, please email any appeal directly to [au-rtoqueries@yum.com](mailto:au-rtoqueries@yum.com).

Please be sure to include the following information:

- Date of incident
- Names of those directly involved in the incident
- Names of those indirectly involved in the incident
- Your name
- Your contact details
- A detailed description of the incident about which you are lodging your complaint.
- Date of original decision (if appealing a previously unresolved complaint).

## How is an Appeal Handled?

Immediately upon receipt by the RTO, the complaint will be forwarded onto the RTO Compliance Coordinator.

- The RTO Compliance Coordinator will acknowledge receipt of the complaint in writing to the complainant within five days of receipt of the complaint and copy this acknowledgement to the RTO CEO.
- The Coordinator will ensure that all parties have the opportunity to present their case.
- Any person involved in an investigation of an appeal may choose to have an advocate or support person present at any stage during the investigation process.
- The appeal will be investigated by the RTO Management Team (comprising the RTO Compliance Coordinator, the National RTO Manager) with support from relevant RTO Trainers and Assessors, within ten working days of acknowledging receipt of the complaint.
- The RTO Management Team will address the appeal by recommending follow up action in writing to all parties within five working days of completing investigations.
- All correspondence relating to the appeal will be recorded on the learners' file.

Following the procedure above, a complainant will expect a formal response to their appeal in writing within a maximum of 21 business days.

## Further Action

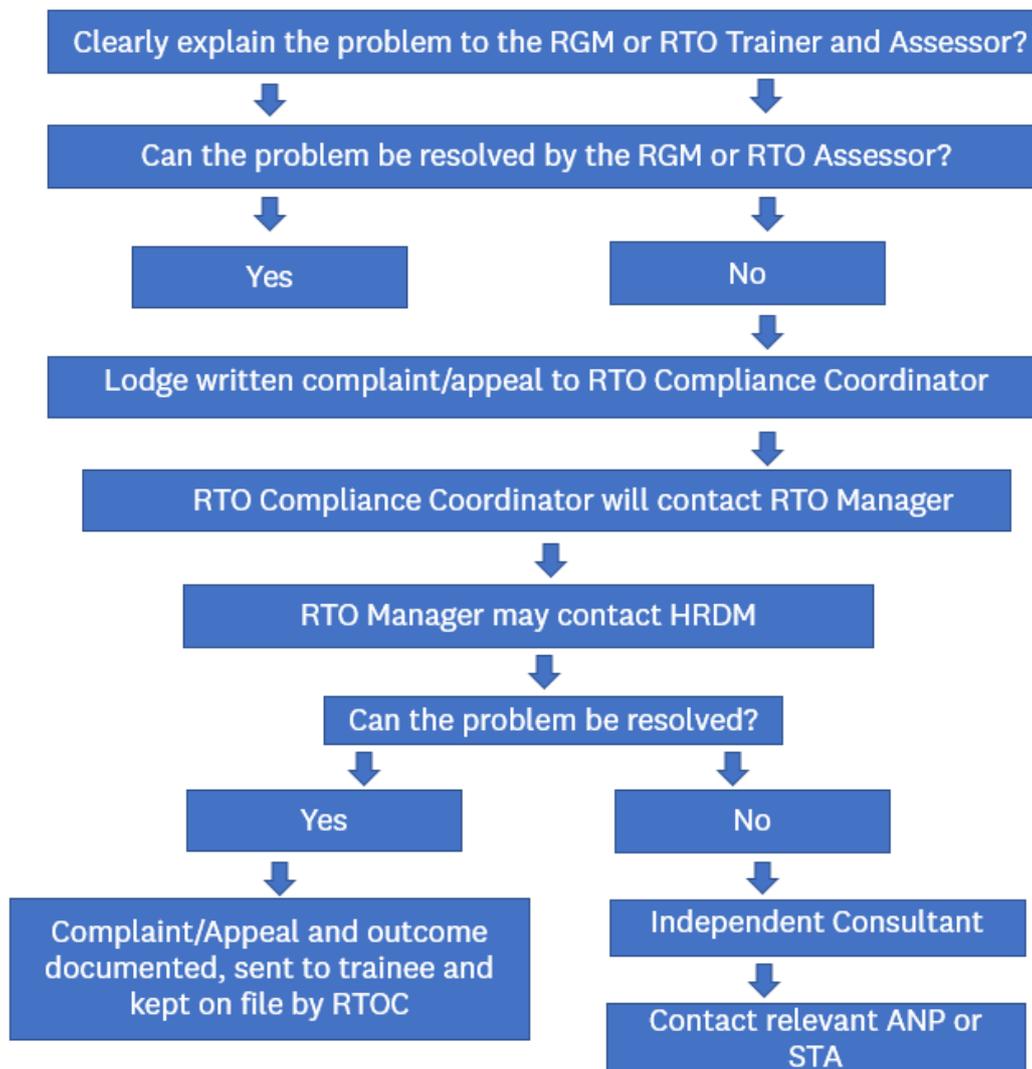
If there is still dissatisfaction with the result for any person involved in the complaint and appeal process, a request in writing must be made to the RTO [au-rtoqueries@yum.com](mailto:au-rtoqueries@yum.com) requesting referral of the matter to an independent consultant.

KFC uses an external independent consultant for this purpose and will refer any outstanding matters to the independent consultant for resolution.

There is a cost payable for the referral of a matter to the independent consultant.

The decision of the independent consultant will be final.

### Complaints and Academic Appeals Flowchart



### Contact Information KFC RTO - Department

| State        | Phone          | Email   |
|--------------|----------------|---|
| RTO VIC/TAS  | 0427 714 232   | VIC - <a href="mailto:vic.Traineeships@yum.com">vic.Traineeships@yum.com</a><br>TAS - <a href="mailto:au.tasTraineeships@yum.com">au.tasTraineeships@yum.com</a>  |
| RTO NSW      | (02) 9930 3057 | NSW - <a href="mailto:au.nswTraineeships@yum.com">au.nswTraineeships@yum.com</a>  |
| RTO SA/WA/NT | (08) 8342 7006 | SA - <a href="mailto:au.saTraineeships@yum.com">au.saTraineeships@yum.com</a><br>NT - <a href="mailto:au.ntTraineeships@yum.com">au.ntTraineeships@yum.com</a><br>WA - <a href="mailto:au.waTraineeships@yum.com">au.waTraineeships@yum.com</a> |