



Student Handbook for online training

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Version 3.2

Your guide to enjoying
your learning experience

We suggest that rather than printing this handbook that you use it as an electronic document and use the hyperlinks as necessary. If you do print this handbook, please use 100% recycled paper that is FSC certified.

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INTRODUCTION

Welcome to 5 STAR ONLINE TRAINING your government approved Registered Training Organisation (RTO), we look forward to working with you to achieve your training and career goals and receiving feedback from you about what you liked or opportunities for us to improve.

5 STAR ONLINE TRAINING provides high quality training and assessment for students who wish to gain a formal qualification to enter the workforce in the hospitality or retail industry. Gaining a qualification issued by 5 STAR ONLINE TRAINING demonstrates you have developed skills that are highly valued and are recognised throughout Australia. We aim to provide a technology savvy environment, with friendly atmosphere in which to learn.

We suggest you keep this Student Handbook as an electronic reference during your training, as it will provide additional guidance as you progress through your training. This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with 5 STAR ONLINE TRAINING. It's not a marketing tool. Treat it as pre-reading for your course and you'll start your learning with confidence and familiarity. If you require any assistance with understanding these policies and procedures, please do not hesitate to ask your trainer, who will explain the process further.

5 STAR ONLINE TRAINING will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

If you have any suggestions on how we can improve our policies and procedures or course materials, you can do so during a mandatory survey at the end of your course. Your feedback is welcomed and acknowledged.

We trust that your time learning from 5 STAR ONLINE TRAINING is both memorable and a productive learning experience.

WHAT'S IN IT FOR ME?

You will receive training that will prepare you for work in the retail or hospitality industry and you will be supported throughout the course while developing skills in specific areas.

WHAT ARE YOUR RESPONSIBILITIES?

You must make every reasonable effort to:

- contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- comply with the rules and regulations of 5 STAR ONLINE TRAINING.
- be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- monitor your own progress by ensuring that assessment deadlines are observed.
- utilise facilities and our publications with respect and honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- respect other learners and our staff and their right to privacy and confidentiality.
- complete all scheduled training or advise your trainer if you are having difficulties doing so.

- advise your trainer if you are having difficulties with the tasks set or feel you need some extra help or support.
- Manage workplace health and safety in your training environment.

WORKPLACE HEALTH AND SAFETY

When you are completing your online training, it can mean that you spend significant time working on your computer or other internet connected device. We recommend that you set up your workstation to support good posture so that you avoid injury and fatigue. We recommend the following:



- 1 Elbows**
Above the desk, at 90-110 degrees
- 2 Shoulders**
Relaxed as opposed to hunched
- 3 Wrists**
In line with forearms
- 4 Hips, Knees, Ankles**
At 90 degrees whilst seated
- 5 Feet**
Flat on the ground or footrest
For prolonged standing, consider a mat
- 6 Head**
Upright with ears aligned with shoulders

- 7 Eyes**
Looking at the top third of the screen.
Consider the use of a laptop raiser with your laptop
- 8 Seat length**
Should be long enough to provide support beneath thighs
- 9 Backrest**
Angled at 90-110 degrees with adequate lumbar support in line with lower back
- 10 Keyboard and Mouse**
G and H of keyboard aligned with your nose. Mouse gripped loosely
- 11 Laptop**
Used with a riser, external keyboard and external mouse

- Change your posture at frequent intervals to minimise fatigue. Avoid awkward postures at the extremes of the joint range, especially the wrists.
- It is recommended that operators take regular postural/stretching breaks to reduce intense periods of repetitive movement.
- Take frequent short rest breaks rather than infrequent longer ones.

CHANGE OF CIRCUMSTANCES

Please advise 5 STAR ONLINE TRAINING of the following.

- If you change your name, address or contact number.

WHAT ARE OUR RESPONSIBILITIES?

In addition to everything discussed in this Student Handbook, we will work closely with you to establish your needs and deliver a training program to meet these needs.

We will ensure that you and any other parties who may be involved in the training and assessment process are engaged in the development, delivery and monitoring of the training and assessment. This means we provide training and advice to meet the needs of all stakeholders throughout the training period.

We will also ensure that you are fully informed about the training, assessment, and support services to be provided, and about your rights and obligations prior to enrolling and commencing training with us.

We will also:

- Assess the achievement of competencies including seeking your confirmation of competence, where applicable.
- Provide additional learning support if required.

ABOUT 5 STAR ONLINE TRAINING AND OUR RTO STATUS

5 STAR ONLINE TRAINING is a Registered Training Organisation delivering nationally recognised training and assessment services and our approval and endorsement by the Australian Quality Skills Authority (ASQA) can be verified by you on Training.gov.au via the following link ([RTO #45332](#)).

ALL ONLINE TRAINING IS NOT THE SAME

As our name suggests 5 STAR ONLINE TRAINING'S focus is on the online training mode of delivery. Our sister company [Enrolo](#) was one of the first to start delivering online training in Australia over 20 years ago. Prior to Covid only a small percentage of training providers were offering online training but since Covid in 2019 most providers are now offering online training. However, there is a large difference between the quality of online training from some new entrants and some online training may not meet the [minimum requirements expected by the Government](#).

Some students get frustrated that our assessments are not all multiple choice and instantly auto marked by a computer however, to be compliant with online regulations, real human trainers must be involved in the assessment process such as video assessment or free text essays. While your free text responses are being marked you can move onto the next section.

Meeting these mandatory requirements may not be the case with all providers and those who are not paying trainers for example, are able to offer courses at very low prices that are well below the average price. Students should be aware that these low priced, low integrity providers, may come under scrutiny from the training regulator and the qualifications they issue may be brought into question or withdrawn. Click here to view a list of [ASQAs current regulatory decisions against non-compliant training providers and associated consequences](#).

CODE OF PRACTICE – OUR COMMITMENT TO YOU

5 STAR ONLINE TRAINING values its status as one of Australia’s highest integrity online training providers and its relationship with our students who give us consistently high satisfaction scores. We always strive to demonstrate ethical behaviour and standards in all our dealings.

We aim to deliver best practice in training and assessment services, with strict adherence to the [Standards for RTOs](#).

We are committed to ensuring student satisfaction.

AIMS AND OBJECTIVES

Our aim is to make every student feel welcome and ensure they receive the maximum benefits from our training services and obtain the qualifications they require via the most efficient delivery methods available.

For more information on any of the provisions in our Code of Practice, please contact 5 STAR ONLINE TRAINING by [raising a support ticket](#).

MARKETING

5 STAR ONLINE TRAINING markets its programs with integrity, accuracy, and professionalism. In providing information, no false or misleading comparisons are drawn with any other provider or course. A student’s written permission will be gained before 5 STAR ONLINE TRAINING uses information about that student in any marketing materials.

SELECTION AND ENROLMENT

Enrolment must be completed via the website enrolment form.

Students are admitted to 5 STAR ONLINE TRAINING’S training programs by demonstrating a genuine interest in the area and a determination to complete the course. See below for further details about Entry Criteria. Be assured that recruitment of students is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

ENTRY CRITERIA

For short courses students need to be able to read, comprehend and discuss in plain English and write simple statements. For VET courses students need to demonstrate appropriate language, literacy and numeracy skills to be able to successfully undertake the course.

FEES & PAYMENTS TERMS

5 STAR ONLINE TRAININGS, training programs are delivered on a fee-for-service basis.

Fees must be paid prior to commencing study or as per the applicable course payment schedule. See our [website](#) for full details.

See the 5 STAR ONLINE TRAINING website, or course brochures for information about the cost of attending specific courses.

5 STAR ONLINE TRAINING financial arrangements operate in such a way that refund moneys are always available.

Where arrangements have been made with your employer an invoice will be raised directly to them for the course.

Individuals pay online in full at enrolment prior to course commencement. Students will receive a receipt for every fee transaction they undertake. 5 STAR ONLINE TRAINING respects your consumer rights. For further information regarding consumer protection please check - <https://www.accc.gov.au/consumers/consumer-protection>

INCIDENTAL CHARGES

The following incident charges may occur during your time as student:

- Replacement of award / qualification - electronic \$0.00
- Replacement of award / qualification – hard copy \$10.00
- Appeals – including use of 3rd party – priced to be determined and agreed when required.

CANCELLATION / REFUND POLICY

We will issue refunds:

- When a refund is requested within 7 days of purchase of the course and;
- When no course certificates or statements of attainment have been issued.
- Where 5 STAR ONLINE TRAINING cancels an in-class course or stops delivering an online course within the allowed learning duration.

The full cancellation and refund policy can be found at the [5 STAR ONLINE TRAINING website](#).

Where employers pay for training, they may nominate an alternative student to complete the training if the original student ends their employment before completion. We will delete the training records of the original student and add a new enrolment for the new student manually.

STUDY OPTIONS - ONLINE STUDY

Students enrolling in qualifications and individual units delivered online can commence study at any time after payment and enrolment.

Online training delivery requires the participant to have e-mail and internet access.

The course and assessments are delivered and completed online with extra resources and information available both online and as downloads, generally in PDF format.

PRE-ENROLMENT COURSE INFORMATION AND PURCHASING

To allow you to make an informed decision, prior to enrolment 5 STAR ONLINE TRAINING provides details about the training course on its website(s) including the following information:

- Any prerequisite requirements.
- Training Program content.
- The details of the relevant unit/s of competence related to the training program.
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.
- Any equipment needed.

- Fees and payment schedules.
- Duration of the training and assessment and allowed study duration.

It is your responsibility to review these details and make sure that the training will suit your needs and you will be able to meet all the requirements of the course. If you have not done so, please click the course link you are planning to enrol in below:

Click the links below to read more or purchase our accredited courses including:

- [SITHFAB021 - Provide responsible service of alcohol](#)
- [SITSS00068 - Food Handling Skill Set](#)
- [SITXFSA005 - Use hygienic practices for food safety](#)
- [SITXFSA006 - Participate in safe food handling practices](#)
- [SITSS00069 - Food Safety Supervision Skill Set - Hospitality](#)
- [SITSS00069 - Food Safety Supervision Skill Set - Hospitality NSW](#)
- [SIRRFSA001 - Handle food safely in a retail environment / Food Safety Supervision - Retail](#)
- [SIRRFSA001 - Handle food safely in a retail environment / Food Safety Supervision - Retail NSW](#)

Our non-accredited Hospitality Essentials courses include:

- [Food Hygiene for Food Handlers](#)
- [Barista Basics](#)
- [Food Allergen Awareness](#)
- [Attention to Detail](#)
- [Beer & Cider](#)
- [Carrying and clearing food and drinks](#)
- [Cocktails](#)
- [Fine Dining](#)
- [Greeting and Customer Service](#)
- [Introduction to Wine](#)
- [Point of Sale Basics](#)
- [Reservations and Phone Etiquette](#)
- [Spirits](#)
- [Up-selling and add-on sales](#)
- [Hospitality Essentials for Business Owners, Operators and Managers](#)

ENROLMENT

After you have purchased via the website you can continue with course enrolment without needing to access an email. However, if you purchase and then want to enrol later or you are being invited to do the training by an employer, you can access the login/enrolment link in an email that has been sent to you. If you can't find the email in your inbox, please check your spam or junk folder. Enrolment is a quick process but by taking your time and providing accurate information you will save time making changes in the future. Enrolment will require you to provide:

- Full Name.
- Date of birth.
- Photo ID.
- Your current residential address.
- Contact phone number.
- Email address.

- Unique Student Identifier - It is a government requirement that you also provide a USI.

UNIQUE STUDENT IDENTIFIER (USI)

As of January 1, 2015, federal regulations now require students undertaking Vocational Education and Training programs (VET) to have a Unique Student Identifier (USI).

This identifier should be provided to any RTO who provides you with VET training. USI's allow you to access your training records and attainments in VET from the national record. It also allows RTOs to manage your records more effectively.

You need to provide 5 STAR ONLINE TRAINING with your USI upon enrolment. You can obtain your USI at www.usi.gov.au/students.

It is important that you make sure the personal details you enter when enrolling in your course are exactly the same as the details you entered when registering for the USI.

Prior to undertaking the course and issuing of certificates, your USI must be verified by 5 STAR ONLINE TRAINING through the government verification software. You can be assured of security of your USI at all times. Any information collected solely for the purposes of the USI is destroyed.

Students should review the USI Fact Sheet at www.usi.gov.au/students for further information, particularly if you think you may be eligible for an exemption. If you are eligible for an exemption, please provide the details to 5 STAR ONLINE TRAINING and we will record this on your enrolment. It is worth noting that an exemption excludes your results from being recorded within the national USI system and any qualification completed with a USI exemption will not appear on any authenticated VET transcript prepared by the USI Registrar.

Further student information about the USI is available at the USI website www.usi.gov.au/students.

Students are advised that the personal information you provide in connection with an application for a USI is collected by our student support staff for the purposes of:

- applying for, verifying, and giving a USI.
- resolving problems with a USI.
- creating authenticated vocational education and training (VET) transcripts.

The information may be disclosed to:

- Commonwealth and State/Territory government departments, VET Regulators and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs.
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies.

Information will not be disclosed without your consent unless authorised by you or required by or under law. Please refer to "Confidentiality and Privacy Issues" further in this handbook.

LANGUAGE, LITERACY, & NUMERACY ASSESSMENT

To help ascertain if you will need assistance to study your chosen course you will be required to undertake a Language, Literacy and Numeracy (LLN) Assessment. This assessment is not a reflection of your ability but rather a tool to gauge if assistance may be required, and if so, what is appropriate. Sometimes it may be determined that the chosen course is not suitable.

PROVISIONS FOR LITERACY, NUMERACY AND LANGUAGE DIFFICULTIES

5 STAR ONLINE TRAINING has made provision for any individual that may have language, numeracy, or literacy difficulties. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by 5 STAR ONLINE TRAINING are not conducive to your needs, please advise us by raising a support ticket.

CANDIDATE SUPPORT, WELFARE AND GUIDANCE

Should you require any special assistance such as literacy or numeracy help, disability access or other physical or learning needs, please contact your trainer, or another member of 5 STAR ONLINE TRAINING's staff to discuss our range of support services. We will ensure that the full resources of 5 STAR ONLINE TRAINING are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is a form of assessment that enables students to be given credit for what they already know and can do, in other words their competence, without any further training. Note the paperwork involved is extensive and is usually a benefit for larger full courses where someone may have completed for example 6 out of 12 courses. Because of the constant changes to the course requirements for the single units we deliver it is rare that RPL is awarded. If you wish to apply for RPL please click here and [raise a support ticket](#).

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S

If you have completed a course or a unit with another RTO that is the same as, or relates to, the course you are now doing you may be eligible for recognition of the competency you have already gained, and therefore not have to do the unit again. You should firstly contact the RTO with whom you completed your initial training. If you think you may be eligible, please [raise a support ticket](#) and provide 5 STAR ONLINE TRAINING with a copy of your prior certificate.

COURSE DELIVERY

CONTACTING US

5 Star Online Training Pty Ltd – RTO #45332

Mail

PO Box 519
Healesville, VIC, 3777

Email

Before sending us an email we suggest you review the support portal and ticket options below as this will help collect more information about your issue and speed up response times.

Training and technical support – support@5staronlinetraining.com.au

RTO Manager – compliance@5staronlinetraining.com.au

LOGIN IN

You can login to our online learning environment from the login link in the top right of the menu bar on the website where you purchased your training. If you are not sure you can [click here](#)

CONTACTING A TRAINER

YOUR TRAINER'S RESPONSIBILITIES

During your online training our trainers are available during business hours nominated on our [website](#) for you to contact a Trainer either, in person over the phone, or via email.

1. Trainers are unable to give you answers to assessment questions however, your Trainer will assist you to understand the learning material, so that you can make your own assessment decisions.
2. Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail.
3. We ensure that your Trainer is up to date with current industry experience and knowledge about the course that you are studying.

PHONE (NOT RECOMMENDED)

If you call our phone number 1300 496 337, you may leave a voice message that will join our ticket queue and the next available Trainer will call you back. However, students often don't leave enough information in the voice message, and this can lead to difficulties calling you back and further delays. Instead of calling, we encourage you to use the ticketing system to contact us and provide us more detail about your issue. Please click here to [raise a support ticket now](#). For information on how to raise a ticket from within our training system see below;

ACCESS THE TICKET SYSTEM FROM THE GET HELP BUTTON (RECOMMENDED AND FASTEST OPTION)

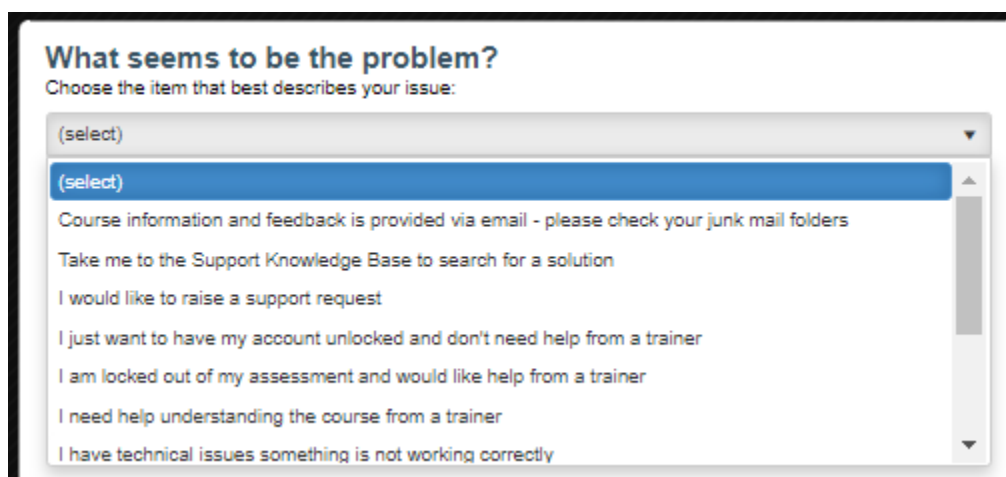
In the top right corner of your course page under the 5 Star Online Training logo, you will see a 'Get Help' button see below highlighted in yellow;



The screenshot shows the user interface of the 5 Star Online Training system. At the top, there is a navigation menu with links: My Courses, My Plans, My Profile, Enrol, Manage, Setup, and Help & Support. Below this is a search bar and links for Reports, Event Log, and Logout. The main content area is titled 'My Courses' and displays details for a course: SITHFAB021 - Provide Responsible Service of Alcohol - by 5 Star Online Training. The course title is SITHFAB021 - Provide Responsible Service of Alcohol (Release 1). There are buttons for 'Course Builder' and 'Course Admin'. A link 'Return to my courses list.' is also visible. The 5 Star Online Training logo is present, and a yellow 'Get Help' button is highlighted in the bottom right corner of the course details area.

You can click this link to [view a video of how the Get Help feature works](#).

Clicking the 'Get Help' button will provide a drop-down list with a range of support options for your specific course. See example below;



Choose the option which is best for you and complete the required steps for that option.

Alternatively, you can click [this link to be taken to the ticket system](#) now.

TECHNICAL SUPPORT, KNOWLEDGE BASE AND FAQ

The knowledge base and FAQ is a 24/7 online resource that you can use to search and find solutions to commonly asked or technical questions. Outside of our trainer support hours you may be able to quickly find a solution to what you are looking for. You may also be able to quickly find a solution while you are waiting for an available trainer to call you back.

From within your course access this option via the Get Help button under the 5 Star Online Training Logo.

Alternatively, you can click [this link to be taken to the support system](#) now.

LEARNING MATERIALS

5 STAR ONLINE TRAINING ensures that training occurs in accordance with the requirements of the course unit of competency guidelines and State and Federal training guidelines.

Delivery methods are integrated to enhance learning to achieve the best possible outcome for students.

The course materials have been developed to meet the requirements of the relevant current Training Package, and in consultation with industry subject experts.

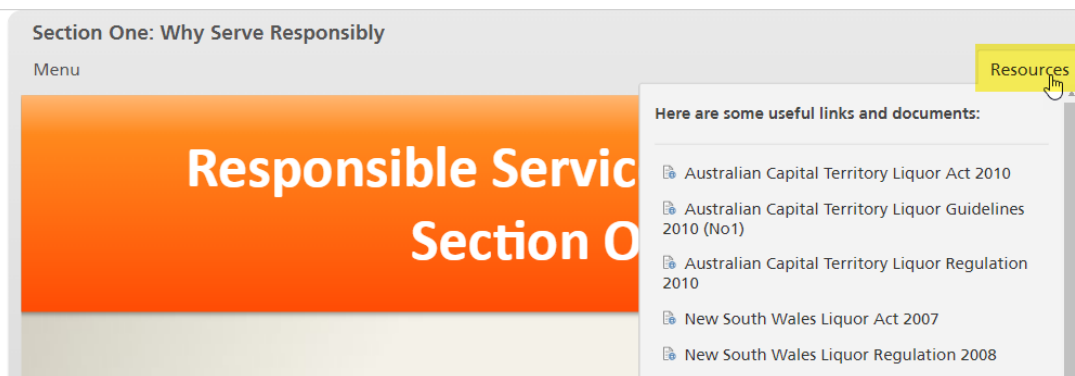
We do not provide learning material that is not required or excessive for the unit. Note if you hear of other providers courses being faster or easier to complete the chances are that they may not be compliant with the government requirements. When [regulatory action](#) is taken by the regulator there can be substantial fines for the RTO and inconvenience for students who may have to do additional training or have their certificates revoked.

SELF-PACED, NAVIGATION AND PROGRESS TRACKING

Students progress through the training material at their own pace but must complete each sections assessment before unlocking the next learning section of the course. Each Assessment section will be labelled with the assessment number out of the total assessments see example below highlighted in yellow.

Section 1: Why Serve Responsibly - LEARNING
Section 1: Why Serve Responsibly - CHECK YOUR PROGRESS
Section 1: Why Serve Responsibly - ASSESSMENT 1 of 16
Section 2: Responsible Service of Alcohol - LEARNING
Section 2: Responsible Service of Alcohol - CHECK YOUR PROGRESS
Section 2: Responsible Service of Alcohol - ASSESSMENT 2 of 16
Section 3: Minors - LEARNING
Section 3: Minors - CHECK YOUR PROGRESS
Section 3: Minors - ASSESSMENT 3 of 16

Each section of each course may have a 'Resources' tab in the top right corner. Clicking on the 'Resources' tab will reveal a list of available resources for that section see example below.



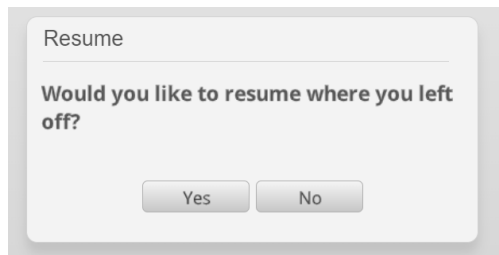
Students can access additional resources in the even more extensive resources section of the course located below the course sections at the bottom of the page see example below.

Course Resources

- [ACT](#)
- [NSW](#)
- [NT](#)
- [QLD](#)
- [SA](#)
- [TAS](#)
- [VIC](#)
- [WA](#)
- [ABAC Responsible Alcohol Marketing Code](#)
- [ADF - Alcohol - Fact - Sheet](#)
- [aggressive - you - wont - be - served - lcd - 1920x1080](#)
- [alcohol - beverages - advertising - code](#)
- [Barring procedures by jurisdiction - V20180529](#)
- [Confiscating - ID](#)

In the above example resources for this particular course are grouped into state folders which can be opened by clicking the small + symbol on the left of the folder.

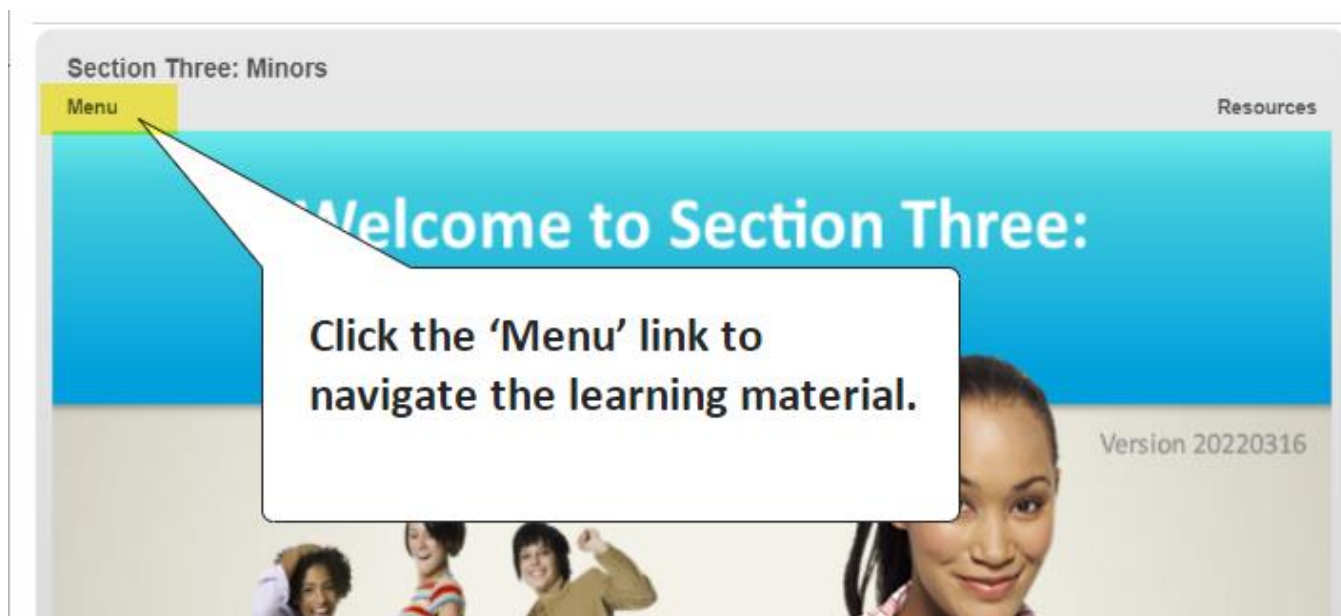
You may come and go as you please, rest assured that the system automatically tracks where you are up to and if you exit and return later, you will be asked if you would like to resume where you left off see below.



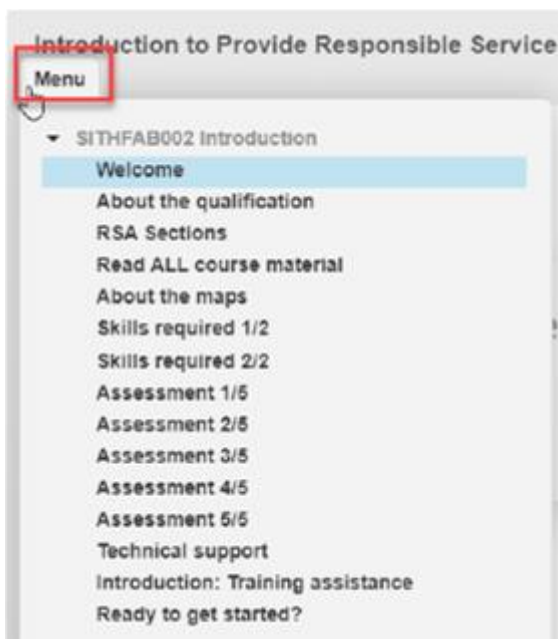
NAVIGATING TO COURSE MATERIAL AFTER ASSESSMENT

If you answer an assessment question incorrectly, rather than taking a guess and risking getting locked out and needing to contact a trainer, you should navigate back to the related course content and review the learning material. This is particularly important if you are on your 3rd or last attempt at a question before being locked out.

To quickly navigate back to a section of the course, open the course section from the course main menu and then click on the "Menu" button in the top left corner to view a list of all the slide titles within that course section. Choose the relevant topic and click on it to move to that section of the course see below.



A drop-down list showing all of the slides for that particular section will allow you to then navigate to a particular topic see example below.



TRAINER ASSISTANCE

If you are having difficulty understanding course material, you can raise a ticket which will trigger the next available Trainer to contact you during business hours. Click [this link to be taken to the support system](#) now.

All trainers have:

- Demonstrated competencies at least to the level of those being delivered.
- Demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent.
- Industry experience that is current and relevant to the course or units that they are involved in delivering.
- Hold a Current Working with Children Card (if required).

CHECK YOUR PROGRESS

At the end of each course section a check your progress quiz challenges your knowledge and allows you to determine if you are ready to take the formal assessment. This quiz is not part of your formal assessment, but you must pass it before being able to access the assessment.

TRAINING DURATION TIME LIMIT

To be compliant with training guidelines it is important that the learning material and your knowledge is current at the time of undertaking your assessment. For this reason, there is a 12-week limit on completing any online course. If there are exceptional circumstances we are willing to review your request and provide a short extension that is fair and reasonable. Do this by raising a ticket via the “Get help” button on your course page.

EQUIPMENT

You may be required to provide access to facilities or specific equipment for some training. Please check the course equipment requirements on the course webpage to ensure that you can source the required equipment.

Because our courses are delivered via the online mode of delivery you will need:

- A laptop with speakers (recommended) or large format smartphone with headphones.
- High speed internet access.
- For some courses a web camera and microphone for recording.

WEB CAMERA SETTINGS

If your course requires you to record yourself with your web camera, during setup you will need to (1) click on the microphone tab, (2) adjust the volume slider while you practice speaking until the indicator (3) is orange not red. See below.



ASSESSMENT

Assessment means the process of collecting evidence and making judgements on your knowledge, skills and attitudes towards competency and the ability to perform to the standard expected in the workplace and the relevant competency standard or the learning outcomes of an accredited course.

Assessment is comprised of a range of question types including, free text, multiple choice, scenarios, correct order and in some courses video recording of your skills.

In the course menu each assessment is clearly titled assessment and will indicate the total number of questions and your percentage progress through the questions.

The assessment questions have been mapped to the requirements of the national unit of competency that you are undertaking. It is a requirement to meet the mapping requirements that you get 100% of the assessment correct.

For each assessment you will get 3 attempts to get the correct answer after which you will be locked out of the assessment, and you will need to raise ticket to have a trainer contact you to discuss your learning difficulties.

This can be time consuming and can slow you down from completing, so to avoid delays you should avoid guessing and instead return to, and study the learning material or additional resources, before making further attempts.

If you get locked out of an assessment you will be requested to raise a support ticket to have the next available trainer, either address your issue via email or call you back. You can do that via the “Get Help” button under the 5 Star Logo inside the course area as discussed earlier in this manual. Alternatively click [this link to be taken to the support system](#) now.

5 STAR ONLINE TRAINING will take into consideration any learning difficulties or disabilities experienced by the candidate. 5 STAR ONLINE TRAINING may suspend a candidate’s enrolment until all issues are resolved. 5 STAR ONLINE TRAINING may cancel a candidate’s enrolment.

The student has the right to appeal any decision made by 5 STAR ONLINE TRAINING as described in this handbook.

Our system has sophisticated tools to detect cheating and plagiarism and if you are cheating it will flag your account for a trainer to follow up with you.

CHEATING & PLAGIARISM

All assessment must be your own work. Cheating or getting others to do your work or assist you will not be tolerated. Copying from a published document (including the internet) without referencing is not allowed. This is called plagiarism and is illegal. Cheating and plagiarism may lead to cancellation of your enrolment. If there is any doubt about the work you have submitted, you will be contacted and you will be asked to provide identification and answer questions via telephone regarding the training to ensure the work submitted is your own work. If there is evidence that there has been cheating your assessment may be reset and you may need to start over, or we may cancel your enrolment and notify the authorities.

ASSESSMENT POLICY INCLUDING RE-ASSESSMENT

The following is a summary of the 5 STAR ONLINE TRAINING Assessment Policy, including the process to be followed for appealing assessment outcomes. A full copy of the Assessment Policy is available from the 5 STAR ONLINE TRAINING’s Training Manager.

All students shall be entitled re-assessment if required.

Assessors will ensure:

- The assessment process is valid, reliable, flexible, and fair.
- Where applicable recognition of prior learning is recorded appropriately.
- Ongoing assessment.
- All evidence submitted is considered in making their judgement.
- Student underachievement is identified.
- Assessment outcomes are recorded appropriately.
- Feedback on assessment outcomes is given to each candidate.

WHAT IF YOU SUCCESSFULLY DEMONSTRATE COMPETENCIES IN SOME AREAS AND NOT IN OTHERS ?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC) a certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units.

This recognition is a *Statement of Attainment* and Transcript will identify the qualification name, units of competency and national identification number and will have a unique number and watermark.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

WORK PLACEMENT AS A REQUIREMENT OF A COURSE

Some courses require that a work placement be undertaken.

There are two main types of Work Placement requirements:

- the Compulsory Work Placement requirement where a student is required to complete a set number of hours in the workplace to meet the minimum requirements of a qualification according to the Training Product requirements; and
- When the RTO requires that the student undertakes work placement as a key component of their training to assist them to gain employment upon completion. The RTO may provide a simulated workplace environment.

STUDENT RESPONSIBILITIES DURING WORK PLACEMENT

If a work placement is required, students must abide by the workplace policies of the workplace and follow any procedures to ensure their safety and the safety of others.

Depending on the qualification being undertaken policies and procedures may include:

- WHS Policies and Procedures.
- Operation of relevant equipment used in the workplace.
- Prescribed actions required to complete set tasks.
- Participating in workplace meetings.
- Grievance procedure.
- Confidentiality and Privacy.
- Respecting others.
- Property and resources.
- Reporting procedures.

The student is responsible for following the instructions of the workplace supervisor, as well as demonstrating to their supervisor that they are competent in each of the tasks they are required to complete as part of their Work Placement requirements.

All students should refer to their trainer if they have any questions or require any assistance with regards to their work placement.

SUPERVISOR'S RESPONSIBILITIES DURING WORK PLACEMENT

If an employer agrees to take on a student for work placement, the employer is responsible for providing the appropriate facilities and a qualified person to support the training and supervision of the student in the

workplace. Where applicable this Workplace Supervisor should hold a current qualification for their role and/or skills and knowledge as deemed appropriate for their industry.

The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each student. This level of supervision should be reassessed on a regular basis, by considering the stage of the student and the knowledge, previous experience and training the student has received in a particular area.

The Workplace Supervisor provides opportunities for the student to develop their skills and knowledge and may be involved in coaching or mentoring of the student but does NOT assess the student.

The Supervisor will be required to complete a “Work Placement Supervisor’s Third-Party Observation Report” in consultation with the Assessor. The Third-Party Observation Report provides information on what the student is required to demonstrate on the job, including the required skills and knowledge for the qualification that the student is undertaking, as well as following or providing feedback on relevant policies and procedures of the workplace.

CONTINUOUS IMPROVEMENT STRATEGY

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our students, , the industry we support and the community to whom we provide training.

Our continuous improvement strategy involves the collection and analysis of relevant information such as the mandatory survey at the end of your course and then applying corrective actions to improve the practices of the RTO or the learning material or assessment. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment.

STUDENT FEEDBACK SURVEY

5 STAR ONLINE TRAINING take student feedback seriously and take action to make continuous improvement.

The purpose of the Student Feedback Survey is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers’ skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

Unfortunately, it is a mandatory requirement for us to also ask a set of questions for the government, many of which do not apply in the context of online training. Some students say that the survey is the worst part of the training and give us a low overall score because they are frustrated by the irrelevant questions. Please understand that we have tried to raise this issue with the government, but so far, they have not made any changes.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, students and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with any positive feedback also being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable trainer’s professional development.

Any complaints or issues that are identified from feedback are reviewed for action.

APPEALING A DECISION

All students have the right to appeal decisions made by the RTO where reasonable grounds can be established.

ISSUING QUALIFICATIONS

For accredited courses 5 STAR ONLINE TRAINING will issue a nationally recognised statement of attainment indicating the competencies and qualification that have been achieved on completion of all training and assessment components.

If you undergo a short course or skills set or the program is partially completed a statement of attainment will be issued for units in which the student has been assessed as competent.

Your statement of attainment will only be issued upon successful completion of the required units of competence and when FULL monies owed have been paid to the RTO.

LOSS OF CERTIFICATE OR STATEMENT OF ATTAINMENT

In the event of loss of your certificate or statement of attainment you can download a replacement PDF version via the course menu in your online student account. If you have any issues accessing your account, please contact 5 STAR ONLINE TRAINING. To raise a ticket, click [this link to be taken to the support system](#) now

Your certificate, transcript or statement of attainment can be reissued; please refer to the below regarding details of costs.

RE ISSUING CERTIFICATES

If your certificate or statement of attainment is lost or stolen and you wish 5 STAR ONLINE TRAINING to issue another certificate in hard copy format, there will be a cost involved. At present the cost is \$10.00 per qualification.

COMPLAINTS, GRIEVANCES AND APPEALS

All feedback, whether compliments or complaints, is valued and by resolving them ensures we meet the needs of all students. 5 STAR ONLINE TRAINING has implemented a procedure for continuous improvement that encourages feedback on any of our service provision. Information on our trainers, assessor, staff, any third parties (providing services for us) and other students is valuable to us and we encourage you to make contact should you have something to discuss. To raise a ticket, click [this link to be taken to the support system](#) now

TIMELINES

5 STAR ONLINE TRAINING will manage all complaints and appeals fairly, equitably and efficiently as soon as practicable.

CESSATION OF RTO REGISTRATION

If 5 STAR ONLINE TRAINING ceases operations, then steps will be taken to ensure that all current incomplete students either complete their training or may be placed with another RTO before the cessation of business. 5 STAR ONLINE TRAINING will meet all its legal obligations to students and transfer records to the Regulator in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. Any situation involving changes to the legal entity of an RTO, arrangements must be made for all current students to

receive a copy of their student records, if not previously provided. 5 STAR ONLINE TRAINING will ensure that any confidential information acquired by the business, individuals, committees, or organisations acting on its behalf is securely stored.

LEGISLATION

5 STAR ONLINE TRAINING is bound by a wide range of regulatory requirements including but not limited to:

CONFIDENTIALITY AND PRIVACY MATTERS

As a Registered Training Organisation, 5 STAR ONLINE TRAINING is obliged to collect personal information for the purposes of course administration, statistical analysis, government reporting regulations and the evaluation of our programs.

As part of the enrolment process, 5 STAR ONLINE TRAINING collects data for the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), including your Unique Student identifier (USI). Each Registered Training Organisation needs to collect information about who their students are, where they study, what they study and update any statements of attainment or qualifications issued to the USI system. This information is stored in our secure AVETMISS-compliant student management system. In line with the Australian Quality Training Framework, your program and assessment results will be maintained through 5 STAR ONLINE TRAINING's administrative procedures. This information will be retained for a period of 30 years. You can access your results at any time through a written submission to our team.

5 STAR ONLINE TRAINING protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the 5 STAR ONLINE TRAINING's responsibility to the student.

5 STAR ONLINE TRAINING will not disclose any information that we gather about you to any unauthorised outside interests. We use the information collected only for the services we provide and reporting to the government. No student/client information is shared with any other unauthorised organisation.

EQUAL OPPORTUNITY POLICY

Equal Opportunity Acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created to eliminate discrimination and harassment in the workplace, education and accommodation and promote equal opportunity. At 5 STAR ONLINE TRAINING, we support these acts and ensure a training environment that supports the following:

PROTECTION FROM HARASSMENT

5 STAR ONLINE TRAINING has implemented management practices that maintain high professional standards and safeguard the interest and welfare of students in situations that might result in their harassment.

Bullying and harassment in any form will not be tolerated under any circumstances. All students and staff of 5 STAR ONLINE TRAINING have a right to an environment free from intimidation and harassment.

Students who feel they have been bullied or harassed by a staff member of 5 STAR ONLINE TRAINING can contact the Chief Executive Officer (CEO) of 5 STAR ONLINE TRAINING. The CEO can be contacted via email at ceo@5staronlinetraining.com.au.

DISCIPLINARY PROCEDURE

5 STAR ONLINE TRAINING has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure, or statutory regulation by staff and/or student will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling, or immediate dismissal. Students are expected to abide by the Responsibilities for Students set out in this Handbook. All disciplinary matters will be handled by the Chief Executive Officer.

ACCESS AND EQUITY

5 STAR ONLINE TRAINING is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist students to achieve their qualifications.

To enable 5 STAR ONLINE TRAINING to provide a service that meets your needs, you need to advise us of any learning disability you may have so reasonable adjustment may be made to ensure you receive the best training possible. 5 STAR ONLINE TRAINING will work with you to make a tailored plan to assist you to complete the qualification or unit of competency. For each disability nominated a discussion of the disability, its effect, and, where appropriate, suggested workplace modifications to minimise the impact in the assessment of knowledge and workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are undertaking this training as part of your employment, 5 STAR ONLINE TRAINING will work with your employer to develop these reasonable adjustments.