



PARTICIPANT INFORMATION BOOKLET

V21. January 2021

This manual contains procedures and policies that affect the job, compensation and performance of McDonald's employees.

McDonald's Australia employees should consider the information in this manual as company policy.

McDonald's reserves the right, at its sole discretion, to amend its policies, programs and/or guidelines, including the contents of this manual at any time without prior notice. The contents of this manual are guidelines only and do not constitute promises between McDonald's and any of its employees.

This document contains confidential and proprietary information for the exclusive use of employees of McDonald's Australia. Any unauthorised use or copying of this material may lead to civil or criminal prosecution. This document at all times remains the property of McDonald's Australia and must be returned to your place of work upon the conclusion of your employment. If this document is found, please return this document to:

McDonald's Australia
21-21 Central Avenue
Thornleigh NSW 2120

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DRESS TO IMPRESS



HAIR

- ★ Your hair must be clean and neat.
- ★ Hair longer than your collar must be tied back in a plait or bun.
- ★ In Western Australia, hair nets are compulsory if you are involved in food preparation.
- ★ Where bright or fluorescent colours are dyed into hair, they must be completely concealed by your cap or visor whilst you are at work.



JEANS

- ★ Must be worn at the waist (not so low that we can see your underwear).
- ★ Must be hemmed appropriately, using the inner velcro to adjust the length (pants that are too long are a trip hazard).
- ★ Belts must be in good condition with the tail tucked into the trouser loops.



SHIRTS

- ★ Must be clean, neatly pressed and in good condition.
- ★ Sleeves are not to be rolled up.
- ★ All shirts must be neatly tucked in at the waist.
- ★ Badges are worn on the left hand side of the shirt.



VISOR/CAP

- ★ If a hat/visor is worn, hair should be tucked up underneath and away from your forehead.



COSMETICS

- ★ Cosmetics are allowed, but they must be professional and in moderation.
- ★ Nail polish and false nails are not permitted due to food safety standards.

McDONALD'S® APPEARANCE POLICY

NATIONAL GARMENTS AND RELIGIOUS ITEMS

- ★ Garments worn to comply with religious requirements are acceptable as long as they do not pose an Occupational Health and Safety risk. Speak to your Restaurant Manager about this.



FACIAL HAIR

- ★ A clean shaven appearance is preferred.
- ★ Sideburns, goatees and moustaches are allowed but should be neatly trimmed.
- ★ Full beards kept for religious reasons need to be covered by face snoods, otherwise full beards are not allowed.



TATTOOS

- ★ Tattoos that could be considered offensive (featuring swearing, nudity, inflammatory comments and images etc) should be discretely covered by wearing a longer sleeve.



PERSONAL HYGIENE

- ★ Personal hygiene is important and must be maintained, including:
- ★ Use of deodorant.
- ★ Regular washing of hands.
- ★ Keeping fingernails clean, trimmed and free of nail polish.
- ★ Fresh breath – smokers need to be particularly careful when speaking with customers.



SHOES & SOCKS

- ★ We don't provide shoes or socks, but we ask that:
- ★ Socks are black and worn at all times.
- ★ Shoes are black, polished, non-skid, low heeled and in good condition. They should be safe shoes with good traction when working in the restaurant. No open toes, high heels, leather or slippery soles or running shoes are allowed.



APRON: McCaFE, COUNTER, DRIVE-THRU, BACK AREA, & HOSTESS APRON

- ★ Must be clean, neatly pressed and in good condition.



JEWELLERY AND PIERCINGS

- ★ Due to food safety standards jewellery must be minimal and conservatively styled.
- ★ One set of small earrings is allowed (eg studs). Dangling earrings are not permitted.
- ★ Other visible body piercings must not be worn during your shift.
- ★ Wedding and engagement rings are allowed but gloves must be worn to cover them if you are preparing food.

ADD A SMILE TO YOUR STYLE!

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McDonald's Australia RTO Mission

McDonald's Australia RTO mission is to positive impact the business through training, employee value proposition (EVP) and profit.

McDonald's Australia Limited
ABN: 43 008 496 928
RTO Code: 90820

Pathways to management

At McDonald's we aim to provide much more than just a job for our employees. We seek to offer enriching employment experience as well as exciting long-term career prospects for our 90,000+ employees. Our pathways to Management chart outlines the many career paths and formal qualifications that are available, and it all begins in your local McDonald's restaurant.

PATHWAYS TO THE FUTURE

CREW
DO: I deliver QSC (Quality, Service and Cleanliness) to all customers in addition to providing an exceptional customer experience.
LEARN: I am trained and verified through the Station Training App (STA) to work in the Service, Production, Drive-Thru or McCafe areas of the restaurant. Additionally, I can also complete a Nationally Recognised Qualification.

CREW COACH
DO: I consistently and effectively provide guidance to fellow Crew and utilise all tools available to provide the best quality coaching, to ensure outstanding delivery of QSC.
LEARN: I learn coaching and leadership techniques by completing the Crew Coach Development Program. I can also complete a Nationally Recognised Qualification.

SHIFT MANAGER
DO: I am an operations expert and run shifts deliver outstanding QSC at all times.
LEARN: I attend Leading the Shift which enhances my coaching, leadership and shift management skills. I can also complete a Nationally Recognised Qualification.

DEPARTMENT MANAGER & ASSISTANT RESTAURANT MANAGER
DO: I deliver outstanding QSC every shift, with an additional responsibility of leading a team as either a Customer Experience, People Performance, and Product Quality Manager.
LEARN: I complete Developing the Leader in Me and specialist courses relevant to the department I lead.

RESTAURANT MANAGER
DO: I am the leader of the restaurant, responsible for all aspects of the restaurant operations including sales, QSC, people and profit.
LEARN: I develop my skills by attending Leading Great Restaurants and Advanced Restaurant Leadership.

CORPORATE OFFICE
DO: There are a range of corporate opportunities that are available in the corporate offices in a range of departments including: Operations, Human Resources, Marketing, Learning and Development, Workplace Safety, Finance, Legal, IT, Supply Chain, Development and Communications.
LEARN: Management Development Programs are offered to a range of employees, and range from Operations, Business Consultancy, Leadership and People Management.

LEADERSHIP
DO: We deliver the business goals and strategies through leading a variety of teams. Business leaders can be Franchises, Department and Business Function Managers, Senior Leaders and Global Managers.
LEARN: Leaders need to continually develop and adapt their skills, therefore their learning never stops.

CHECK OUT THE "MACCA'S® PROSPECTUS" FOR MORE DETAILS ON THE RESTAURANT ROLES AND TRAINING OPPORTUNITIES

Version - December 2019

VET Quality Framework

McDonald's Australia RTO is involved in the process of delivering nationally recognised training courses. McDonald's Australia RTO is registered as an RTO, under the *National Vocational Education and Training Regulator Act 2011* to undertake these services, having met and maintaining compliance with the *VET Quality Framework* standards and requirements.

McDonald's Australia RTO is audited by ASQA to these requirements on an ongoing basis.

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for qualifications in the Australian education and training system. McDonald's Australia RTO complies with the AQF requirements.

The AQF recognises McDonald's Australia RTO as 'authorised issuing organisations', able to issue AQF qualifications and statements of attainment to participants that have satisfied the relevant competency requirements.

AQF Recognition

One of the most important features of the VET Quality Framework is the recognition of training organisations and AQF qualifications,

including Statements of Attainment.

McDonald's Australia RTO accepts testamurs issued by another registered training organisation and ensures that all Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid.

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.

Unique Student Identifier

McDonald's Australia RTO ensures that it handles individual's personal information in accordance with the requirements of the Privacy Act 1988 and the Student Identifiers Act 2014. Please refer to the Privacy section of this manual for further information.

McDonald's Australia RTO has published on its website information for participants on how to obtain a Unique Student Identifier.

Work Health & Safety

McDonald's Australia RTO has a suite of work health and safety policies, procedures and forms governing all operations that all personnel must abide by, including:

- *Standards of Business Conduct Policy.*
- *The Respectful Workplace Policy.*
- *Social Media Policy*

Social distancing for coronavirus (COVID-19)

Everyone must practise social distancing to slow the spread of coronavirus.

In undertaking any assessment, all parties must keep 1.5 metres away from others at all times.

The Australian Government has enforced restrictions of 1 person per every 4 square metres for indoor spaces.

Child Safety

McDonald's Australia RTO is committed to child safety.

All participants under eighteen (18) years of age who are supported by McDonald's Australia RTO have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the safety, participation and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

McDonald's Australia RTO is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all personnel and committed to regularly training and educating our personnel on child abuse risks.

As a child safe organisation, McDonald's Australia RTO:

- Has a visible culture of child safety that is part of everyday practice;
- Has strong leadership driving a culture of child safety;
- Has the safety of children as its prime consideration;
- Has well-articulated policies and procedures to implement its child safe approach;
- Actively encourages participation, empowerment and serves to protect children;
- Has actively considered risks of abuse within the organisation;
- Engages with children to create a child safe environment and empowers children to speak up if something is wrong; and
- Has inclusive approaches for children with a disability, Aboriginal children and children from culturally and/or linguistically diverse backgrounds.

Child abuse

Reporting child abuse is a community-wide responsibility. Child abuse includes any act committed against a child involving:

- Physical violence;
- Sexual offences;

- Serious emotional or psychological abuse; and
- Serious neglect.

Call the police on 000 if you have immediate concerns for a child's safety.

McDonald's Australia RTO will not tolerate incidents of child abuse. All personnel understand their obligation to notify relevant authorities as soon as practicable if they have a reasonable suspicion that a minor has been, or is being, abused or neglected by a member of their family or any other individual:

- Australian Capital Territory Child Protection Line – 1300 556 728
- New South Wales Child Protection Line - 13 21 11
- Northern Territory Child Protection Line – 1800 700 250
- Queensland Child Safety Line - 1800 177 135
- South Australia Child Abuse Report Line - 13 14 78
- Tasmania Child Protection Line – 1300 737 639
- Victoria Child Protection Crisis Line – 13 12 78
- Western Australia Child Protection Line – 1800 622 258

Child Safety Officer

McDonald's Australia RTO has appointed a child safety officer for its RTO operations, being the designated person to hear or be informed about all allegations or concerns and providing support to other personnel.

Child Safety Officer - McDonald's Australia RTO
National RTO Administration Manager
mcdonaldsrtoenquiry@au.mcd.com
21-29 Central Avenue
Thornleigh NSW 2012

Our designated child safety officer provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children.

Privacy

McDonald's Australia RTO is committed to maintaining the privacy and confidentiality of its personnel and participant records. McDonald's Australia RTO complies with the *Privacy Act 1988* including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. Providing an overall framework for our privacy practices, McDonald's Australia RTO has developed and implemented this APP Privacy Policy.

McDonald's Australia RTO Limited ACN 008 496 928 ("**McDonald's**" or "**we**") will collect, store and use the personal information you provide in this application form, any documents attached to this application form and any follow up correspondence in accordance with this Personal Information Collection Statement and our Privacy Policy at www.mcdonalds.com.au.

How we will use and disclose the personal information you provide us

We will use the personal information you provide us for the primary purpose of verifying your identity, registering you for a training program and providing you with training. Also, under the rules of our funding as a registered training organisation (**RTO**), we are required to collect and report some of the personal information you provide on this application form to Commonwealth and State government departments and agencies for research, statistical analysis, program evaluation and post completion surveys. Unless you provide all the personal information requested on this form, we will not be able to accept or process your application to participate in a training program.

Disclosure of your personal information to overseas recipients

The information you provide on this form will be scanned and entered into our secure IT systems. As we have outsourced some of our IT systems to Third Party service providers, it is likely that records of your personal information may be stored on the computer networks of those service providers based overseas including IT systems that are operated by our parent company McDonald's Corporation. It is not possible to list all countries in which your personal information may be stored but examples include the United States and Malaysia.

Your rights in relation to your personal information

Our Privacy Policy at www.mcdonalds.com.au provides some more information about (a) how you can access and correct any of the personal information we hold about you and (b) how you can lodge a complaint with McDonald's regarding our handling of your personal information and (c) how we will handle any such complaints. We can also provide you a print copy of the Privacy Policy on request.

You can contact us if you have any queries regarding our collection and handling of your personal information via email at privacy@au.mcd.com or post at McDonald's Australia Limited (Attention: McDonald's Privacy Officer), PO Box 392, Pennant Hills NSW 2120 Australia.

Privacy Complaints Procedure

If an individual feels that McDonald's Australia RTO has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their McDonald's Australia RTO representative in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to McDonald's Australia RTO:

McDonald's Australia RTO
National RTO Administration Manager
mcdonaldsrtoenquiry@au.mcd.com
21-29 Central Avenue
Thornleigh NSW 2012

2. McDonald's Australia RTO will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
3. Should after considering this response, if the individual is still not satisfied, they may escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner
www.oaic.gov.au
Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

4. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority
www.asqa.gov.au
Phone: 1300 701 801

Access and Equity

McDonald's Australia RTO is committed to maintaining an inclusive and diverse workforce and employer service. The following corporate policies must be adhered to by all personnel:

- *Standards of Business Conduct Policy – Inclusion and Diversity.*
- *Respectful Workplace Policy.*

Access and equity means policies and approaches aimed at ensuring that VET is responsive 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.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources;
- Equality of opportunity for all people without discrimination;
- Access for all people to appropriate quality training and assessment services; and
- Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- People with a disability;
- Aboriginals and Torres Strait Islanders;
- Women;
- People from non-English speaking backgrounds;
- People in rural and remote areas; and
- Long term unemployed.

Inclusive Learning

Inclusive learning is about a fair go for everyone. Everyone has a right to learn, everyone can learn, but many people do not get fair access to learning opportunities.

Everyone learns differently

Everyone can learn. Good Trainers partner with participants to empower them to achieve to their potential. McDonald's Australia RTO Trainers ensure participants feel connected, supported and valued as individuals and as part of a community of participants.

Being inclusive is everyone's responsibility

McDonald's Australia RTO Trainers use a variety of training methods, encourage respectful interaction, seek feedback from participants, collaborate with specialists when they need extra help and continually update their skills.

Participants bring existing knowledge and skills

McDonald's Australia RTO Trainers ensure teaching and learning activities have contextual application and relevance. Learning is productive, meaningful and engaging, and builds on the participant's existing capabilities.

Five core skills underpin all learning

The skills of oral communication, reading, writing, numeracy and learning need special attention. McDonald's Australia RTO Trainers actively recognise the need for participants to continually update and build core skills for new contexts and are supported to identify and action participant skills gaps.

Support for participants with additional needs

McDonald's Australia RTO is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the *Disability Discrimination Act (1992)* and the *Anti-Discrimination Act (1998)*.

McDonald's Australia RTO also maintains compliance with the *Disability Standards for Education (2005)* including processes relating to:

- Enrolment;
- Participation;
- Curriculum development, accreditation and delivery;
- Participant support services; and
- Elimination of harassment and victimisation.

McDonald's Australia RTO strives to maximise opportunities for access, participation and outcomes for all participants within the vocational education, training and employment system.

McDonald's Australia RTO undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. McDonald's Australia RTO is committed to treating all prospective and actual participants on the same basis.

On the same basis

A person with a disability is able to seek admission to, or apply for enrolment in, an institution on the same basis as a prospective participant without a disability if the person has opportunities and choices in admission or enrolment that are comparable with those offered to other prospective participant without disabilities.

McDonald's Australia RTO ensures it treats prospective participants with a disability on the same basis as prospective participants without a disability as it makes any decisions about admission or enrolment on the basis that reasonable adjustments will be provided.

An adjustment is a measure or action (or a group of measures or actions) taken by McDonald's Australia RTO that has the effect of assisting a participant with a disability:

- In relation to an admission or enrolment — to apply for the admission or enrolment;
- In relation to a course or program — to participate in the course or program; and
- In relation to facilities or services — to use the facilities or services;
- On the same basis as a participant without a disability, and includes an aid, a facility, or a service that the participant requires because of his or her disability.

Reasonable adjustments

An adjustment is reasonable in relation to a participant with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a participant is reasonable, McDonald's Australia RTO has regard to all the relevant circumstances and interests, including the following:

- The participant's disability;
- The views of the participant or the participant's associate;
- The effect of the adjustment on the participant, including the effect on the participant's:
- Ability to achieve learning outcomes; and
- Ability to participate in courses or programs; and
- Independence;
- The effect of the proposed adjustment on anyone else affected, including McDonald's Australia RTO, personnel and other participants; and

- The costs and benefits of making the adjustment.

Participant Rights and McDonald's Australia RTO Responsibilities

Participants' Rights	McDonald's Australia RTO Responsibilities
Enrolment	
<ul style="list-style-type: none"> • Right to seek admission and enrol on the same basis as prospective participants without disability including the right to reasonable adjustments. 	<ul style="list-style-type: none"> • Take reasonable steps to ensure that the enrolment process is accessible. • Consider participants with disability in the same way as participants without disability when deciding to offer a place. • Consult with the prospective participants or their associates about the effect of the disability on their ability to seek enrolment; and any reasonable adjustments necessary.
Participation	
<ul style="list-style-type: none"> • Right to access courses and programs; use services and facilities; and have reasonable adjustments, to ensure participants with disability are able to participate in education and training on the same basis as participants without disability. 	<ul style="list-style-type: none"> • Take reasonable steps to ensure participation. • Consult with the participant or their associate about the effect of the disability on their ability to participate. • Make a reasonable adjustment if necessary. • Repeating this process over time as necessary.
Curriculum Development, Accreditation and Delivery	
<ul style="list-style-type: none"> • Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge and understanding, on the same basis as participants without disability and to have reasonable adjustments to ensure they are able to participate in education and training. 	<ul style="list-style-type: none"> • Enable participants with disability to participate in learning experiences (including assessment and certification). • Consult with the participant or their associate. • Take into consideration whether the disability affects the participant's ability to participate in the learning experiences.
Participant Support Services	
<ul style="list-style-type: none"> • Right to access participant support services provided by education institutions, on the same basis as participants without disability. Participants with disability have the right to specialised services needed to participate in the educational activities they are enrolled in. 	<ul style="list-style-type: none"> • Ensure that participants with disability are able to use general support services. • Ensure that participants have access to specialised support services. • Facilitate the provision of specialised support services.
Harassment & Victimization	
<ul style="list-style-type: none"> • Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability. 	<ul style="list-style-type: none"> • Implement strategies to prevent harassment or victimisation. • Take reasonable steps to ensure that personnel and participants are informed about their obligation not to harass or victimise participants with disability. • Take appropriate action if harassment or victimisation occurs. • Ensure complaint mechanisms are available to participants.

Support Services

The following support services are available and accessible for all participants studying with McDonald's Australia RTO. McDonald's Australia RTO will provide participants with contact details to refer any matters that require further follow up with relevant professionals.

Referral Service Available
<p>Beyond Blue Phone: 1300 224 636 www.beyondblue.org.au Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.</p>

Referral Service Available

Lifeline

Phone: 13 11 14

www.lifeline.org.au

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.

Reading and Writing Hotline

Phone: 1300 655 506

www.readingwritinghotline.edu.au

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Industry Engagement

McDonald's Australia RTO's training and assessment practices are developed and maintained as relevant to the needs of industry and informed by industry engagement.

Consumer Protection

Australian Consumer Law

McDonald's Australia RTO maintains compliance with the national Competition and Consumer Act 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects employers and ensures fair trading in Australia. Under the ACL employers have the same protections, and businesses have the same obligations and responsibilities, across Australia.

McDonald's Australia RTO has implemented this Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all employers. A designated Consumer Protection Officer has also been implemented:

McDonald's Australia RTO
National RTO Administration Manager
mcdonaldsrtoenquiry@au.mcd.com
21-29 Central Avenue
Thornleigh NSW 2012

McDonald's Australia RTO Consumer Protection Policy and Strategy manages and responds to allegations involving the conduct of:

- Internal McDonald's Australia RTO personnel;
- Any subcontractor and its Trainers, Assessors or other staff; and
- Any broker (including its staff).

Guarantee

As a course services provider, McDonald's Australia RTO supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

McDonald's Australia RTO ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Consumer Protection Strategy

McDonald's Australia RTO Obligations

McDonald's Australia RTO ensures it:

- Provides the training and support necessary to allow participants to achieve competency;
- Provides a quality training and assessment experience for all participants;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information – please refer to the Privacy section of this manual for further information;
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides employers with details of these pathways for resolving or escalating complaints.

Participant Rights and Obligations

McDonald's Australia RTO participants have the right to:

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Author: Karen Plowman – National RTO Admin Manager
Authorised: Mandy Sharp – National Learning & Development Manager

- Expect that the quality of training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access McDonald's Australia RTO's consumer protection complaints process.

Cessation of Delivery

If McDonald's Australia RTO, or a Third Party delivering training and assessment on McDonald's Australia RTO's behalf, closes or ceases to deliver any part of the training product that a participant is enrolled in, a number of options will be available to the participant including:

- Refund of course fees paid; and/or
- Continued delivery of services with alternate McDonald's Australia RTO services delivery personnel (where applicable); and/or
- Supported transfer of the participant enrolment to an alternate RTO for completion of services delivery (where applicable).

Participants' obligations include:

- Providing accurate information to McDonald's Australia RTO; and
- Behaving in a responsible and ethical manner.

NSW Smart & Skilled Requirements

McDonald's Australia RTO includes the Smart and Skilled website details and 1300 number on all NSW relevant public information, enrolment forms and employer induction material so that all participants are aware of their rights and options for making a complaint or providing feedback about their training.

www.smartandskilled.nsw.gov.au

Phone: 1300 77 21 04

Publicly Available

All McDonald's Australia RTO consumer protection information and approaches is made available to all employers by being publicly published on the McDonald's Australia RTO website and included within the Participant Information Booklet.

Unsolicited Consumer Agreements

McDonald's Australia RTO does not engage in make unsolicited contact with potential participants and does not engage in unsolicited consumer agreements.

Statement of Fees

McDonald's Australia RTO's Statement of Fees is transparent – expressed in plain language, legible and clear - and clearly states:

- The participant's cooling-off and termination rights;
- The full terms of the agreement;
- The total fees payable, including fees for all additional items;
- McDonald's Australia RTO's:
 - Business address (not a post box number);
 - Australian Business Number (ABN) or Australian Company Number (ACN); and
 - Phone number and email address.

Consumer Protection Complaints

If an individual feels that McDonald's Australia RTO or one of its Third Party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their McDonald's Australia RTO representative in the first instance, before making a complaint.

The complaints handling process is as follows:

The individual should make the complaint including as much detail about the issue as possible in writing to McDonald's Australia RTO:

McDonald's Australia RTO
National RTO Administration Manager
mcdonaldsrtoenquiry@au.mcd.com
21-29 Central Avenue
Thornleigh NSW 2012

McDonald's Australia RTO will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.

After considering this response, if the individual is still not satisfied, they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Office of Regulatory Services 13 22 81 www.accesscanberra.act.gov.au
New South Wales	NSW Office of Fair Trading 13 32 20 www.fairtrading.nsw.gov.au <i>Smart & Skilled Participants</i> Smart & Skilled Participants can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. 1300 77 21 04 smartandskilled.enquiries@industry.nsw.gov.au Support is also available in person at a State training services Centre: 13 28 11 https://www.training.nsw.gov.au/about_us/sts_contacts.html
Northern Territory	NT Consumer Affairs 1800 01 93 19 consumer@nt.gov.au
Queensland	QLD Office of Fair Trading 13 74 68 www.fairtrading.qld.gov.au/lodge-your-complaint
South Australia	SA Office of Business and Consumer Services 13 18 82 www.cbs.sa.gov.au
Tasmania	TAS Consumer Affairs & Fair Trading 1300 65 44 99 https://www.cbos.tas.gov.au/topics/products-services
Victoria	Consumer Affairs Victoria 1300 55 81 81 www.consumer.vic.gov.au
Western Australia	WA Department of Commerce 1300 30 40 54 www.commerce.wa.gov.au

Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs: Australian Skills Quality Authority:

www.asqa.gov.au

Phone: 1300 701 801

Marketing & Advertising

McDonald's Australia RTO enables informed choice for employers and participants by providing clear and factual information, whether this is done directly or by a Third Party. McDonald's Australia RTO is responsible for all marketing or other material disseminated on its behalf, regardless of the channel or method used.

McDonald's Australia RTO is conscious of the national requirements for the marketing of nationally recognised training and ensures that the information used is accurate, clear and managed ethically. McDonald's Australia RTO is subject to all relevant consumer protection law that applies in any jurisdiction where it operates and ensures it honours all commitments it makes.

McDonald's Australia RTO's marketing or advertising material is consistent with its training and assessment strategies.

McDonald's Australia RTO ensures its marketing of AQF qualifications to prospective participants is ethical, factual and accurately represents the services it provides and the training products on its scope of registration.

Pre-Enrolment Information

McDonald's Australia RTO provides extensive current and accurate information about its course services via publishing publicly on its website. This public information includes the Participant Information Booklet that contains information about:

- McDonald's Australia RTO itself;
- Participant rights & responsibilities;
- General regulatory and legislative compliance;
- Participant attendance and behaviour expectations;
- Equity commitment;
- Work health and safety requirements;
- Privacy arrangements;
- Fees, charges and refunds;
- Language, literacy and numeracy arrangements;
- Recognition of prior learning (RPL) and credit transfer;
- Competency-based training and assessment processes;
- Complaints and appeals processes;
- Records, release of information and access to participant records;
- Cheating, plagiarism and discipline arrangements;
- Evaluation and feedback arrangements; and
- Further information contact details.

A range of compliance and operating information is also publicly published on the McDonald's Australia RTO website. Please refer to the *Marketing & Advertising* section of this manual for further information.

Course Services Information

Once a course information request, employer expression of interest or course registration and application for enrolment has been received, McDonald's Australia RTO provides further current and accurate information to prospective participants to enable them to decide if McDonald's Australia RTO as a training organisation and the relevant course service of interest is suitable for them, taking into account their existing skills and knowledge and any specific individual needs.

McDonald's Australia RTO ensures information provision for all course services is accurate and conforms to the planned training and assessment described in McDonald's Australia RTO's training and assessment strategies.

Prior to enrolment, McDonald's Australia RTO provides clear information to prospective employers via the Course Outline including the following:

- Full course code and title of the training product(s) of interest;
- Any relevant currency information, such as whether a qualification has been superseded or removed from a training package;
- Where the training and/or assessment will be undertaken, how long it will take and mode/s involved;
- Information regarding any entry requirements and/or specific requirements they need to meet to successfully complete the course program of interest;
- Any requirements of the employer to provide any materials and/or equipment;
- Information about educational and support services available to participants and any cost associated with them;
- Any limitations regarding access to educational and support services and resources;
- Whether the training includes mandatory work placements. If mandatory work placements are part of the training, employers are provided with clear information on who will arrange this, the duration and schedule applicable and what outcomes are expected of the work placement;
- McDonald's Australia RTO is responsible for the quality of the training and assessment during all course services in compliance with the *VET Quality Framework and the Standards for RTOs 2015*; and
- McDonald's Australia RTO is responsible for the issuance of AQF certification documentation the participant is entitled to as course services are undertaken.

Fee Information

McDonald's Australia RTO provides fee information to employers prior to enrolment, via the Statement of Fees. Please refer to the *Fees, Charges and Refunds* section of this manual for further information.

Third Party Arrangements

Where a Third Party is involved in the provision of training and/or assessment services, McDonald's Australia RTO ensures employers have clear information regarding this engagement via the Statement of Fees.

McDonald's Australia RTO provides the name and contact details of any Third Party involved in the provision of training and/or assessment services, or related educational and support services on its behalf to the employer. Employers are able to contact both McDonald's Australia RTO and the Third Party at any time.

Consumer Rights

McDonald's Australia RTO informs prospective employers about their rights as a consumer in accordance with relevant state and territory laws. This includes information on cooling-off periods where relevant. Please refer to the Consumer Protection section of this manual for further information.

McDonald's Australia RTO informs prospective employers about its complaints and appeals processes that may be relevant for course services and other business activities. These processes include provisions for the lodgement of a complaint or appeal against any relevant Third Party engaged by McDonald's Australia RTO, and are outlined under Consumer Protection Complaints in this manual.

McDonald's Australia RTO notifies employers as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new Third Party arrangements McDonald's Australia RTO puts in place, for the delivery of services to specific employers; and
- A change in ownership of an RTO entity should that occur.

Notification occurs in writing, via letter, email or an amended Statement of Fees in cases where this is relevant.

Participant Advice & Selection: Pre-Enrolment Review

Participant Entry Procedure

On application for enrolment, McDonald's Australia RTO ensures that all participants are able to seek admission to a course program on the same basis. Where participants have particular needs, these are discussed in open consultation with the participant, and where appropriate, reasonable adjustments will be made in order to facilitate the participant's enrolment.

McDonald's Australia RTO provides high quality course services, including training and assessment that is suitable and appropriate for each participant.

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

Appropriate means the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and includes reasonable support to facilitate the individual's participation and attainment.

McDonald's Australia RTO focuses on supporting a prospective participant to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, McDonald's Australia RTO refers prospective participants to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options. Some example sites include:

Jurisdiction	Course Gateways
Australian Government	Australian Training Directory https://www.myskills.gov.au/
Australian Capital Territory	Skilled Capital https://www.skills.act.gov.au/
New South Wales	Smart & Skilled https://smartandskilled.nsw.gov.au
Northern Territory	VET NT http://www.vet.nt.gov.au/
Queensland	QLD Skills Gateway http://www.skillsgateway.training.qld.gov.au
South Australia	WorkReady Gateway http://www.skills.sa.gov.au
Tasmania	Skills Tasmania http://www.skills.tas.gov.au/learners
Victoria	Victorian Skills Gateway http://www.education.vic.gov.au/victorianskillsgateway
Western Australia	Future Skills http://www.dtwd.wa.gov.au/future-skills-wa

Academically Suited

McDonald's Australia RTO has implemented this participant entry procedure to ensure that participants are confirmed to be academically suited to undertake the particular course they wish to study.

To ensure participants are academically suited, McDonald's Australia RTO's participant application and enrolment processes include the requirements that:

1. The participant satisfies minimum academic admission requirements; and
2. The participant satisfies any other specified entry requirements for the particular course; and
3. McDonald's Australia RTO reasonably believes that the participant is academically suited to undertake the course.

ACT Training Initiatives - Initial Skills Assessment

McDonald's Australia RTO has a documented 'Pre-Enrolment Review' process (as outlined below) for conducting the LLN assessment, which includes how the Australian Core Skills Framework (ACSF) level (1 – 5) of the participant is determined.

McDonald's Australia RTO aligns the results of each participant's LLN assessment with the ACSF. The ACSF level (1 – 5) of the participant is recorded on the LLN assessment.

Upfront Assessment of Need

McDonald's Australia RTO does not enrol a participant in a course unless and until McDonald's Australia RTO has undertaken for the specific purpose of that course an Upfront Assessment of Need, which requires McDonald's Australia RTO to assess the participant:

- Where applicable, has a completed Employment Services Provider Referral Form, as prescribed by the department, from their Employment Service Provider if they are a Jobseeker under mutual obligation, which McDonald's Australia RTO has received;
- As meeting the eligibility criteria;
- As meeting the entitlement criteria; and
- For his or her suitability for the course, individual learning and support needs and language, literacy and numeracy needs.

McDonald's Australia RTO records the outcomes from the Upfront Assessment of Need as prescribed by the department on the department's website.

Interpretation of the Literacy and Numeracy Comprehensive Assessment (LANCA)

McDonald's Australia RTO has personnel in place staff with the required interpretation expertise to interpret a LaNCA and complete a CSPA Interpretation Report.

Pre-Enrolment Review Process

McDonald's Australia RTO conducts a Pre-Enrolment Review of current competencies including literacy and numeracy skills prior to enrolment for each participant.

The Pre-Enrolment Review is designed to:

- Identify any competencies previously acquired - Recognition of Prior Learning (RPL) or Credit Transfer;
- Ascertain the most suitable qualification for that participant to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- Ascertain that the proposed learning strategies and materials are appropriate for that individual.

Course Services are designed to build on a participant's existing abilities and develop new ones. Participants are not encouraged to undertake training where there is not a reasonable prospect of completion. The individual's existing educational and vocational attainment, other demonstrated capabilities, career aspirations and general interests are considered in course selections and services planning.

McDonald's Australia RTO does not enrol a participant in a course or qualification that is at an inappropriate level for that participant. The Pre-Enrolment Review is completed, and the outcomes known and documented, prior to acceptance of the participant's enrolment application.

The Pre-Enrolment Review is a comprehensive assessment where McDonald's Australia RTO genuinely seeks to understand a participant's training needs. It's a conversation that encourages participants to reflect on their own aspirations and guides their selection of suitable training.

The Pre-Enrolment Review is undertaken by skilled McDonald's Australia RTO personnel who provide impartial advice and translate a participant's ideas about their future into tangible and suitable choices.

The Pre-Enrolment Review process encompasses:

- Participant identification confirmation;
- Course information & requirements;

- Identifying participants' individual needs;
- Language, Literacy & Numeracy assessment;
- Previous competencies, Credit Transfer application (if relevant) and Recognition of Prior Learning application (if relevant);
- Employer engagement (if relevant);
- Government support eligibility (if relevant); and
- Final planning, course confirmation and enrolment decision.

Government Subsidy / Support Eligibility Assessment

As a component of the Pre-Enrolment Review process, McDonald's Australia RTO undertakes an eligibility assessment on particular government subsidy or support initiatives that the participant may be eligible to access.

NSW Smart & Skilled Notification of Enrolment Process

McDonald's Australia RTO undertakes the following Notification of Enrolment process in the enrolment in subsidised training of eligible prospective participants. *Note: This process does not apply to the School Based Apprenticeship and Traineeship Program.*

McDonald's Australia RTO adheres to the eligibility criteria for participants. McDonald's Australia RTO only carries out notifications of enrolment via the Portal in accordance with the following process.

McDonald's Australia RTO obtains the consent of the prospective participant to the Department's use of the prospective participant's information by:

- The prospective participant signing or electronically accepting (including by ticking a check box) a consent form; or
- The prospective participant verbally providing their consent provided that a consent statement is recited to the prospective participant or is made available for the prospective participant to read.

To be clear, if the prospective participant does not provide their consent, McDonald's Australia RTO does not proceed with the Notification of Enrolment Process.

If the approved qualification is approved by the Department to be delivered by a subcontractor, McDonald's Australia RTO notifies the prospective participant (and any relevant employer).

McDonald's Australia RTO uses McDonald's Australia RTO Calculator to validate eligibility, input details of any Credit Transfers or Recognition of Prior Learning and generate details of the Fee chargeable and the applicable Subsidy together with any Loadings (if applicable). McDonald's Australia RTO provides the prospective participant with details of the Fee chargeable

McDonald's Australia RTO generates and maintains a hard copy or electronic copy of the Notification of Enrolment Report – Provider Copy that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued.

McDonald's Australia RTO confirms that the prospective participant has signed or electronically accepted a declaration confirming:

- All information provided by the prospective participant to McDonald's Australia RTO, in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way
- The prospective participant is aware of any subcontracting arrangements (if applicable); and
- The prospective participant had been provided with the details of the Fee chargeable and the Participant Information.

Successful completion of the Notification of Enrolment Process results in the issue of a Commitment ID. The Notification of Enrolment Process is carried out simultaneously with McDonald's Australia RTO's enrolment process and is completed before McDonald's Australia RTO delivers any Training to the participant.

Skills Tasmania - Statement of Rights

McDonald's Australia RTO ensures that a printed statement of rights is provided to each participant at enrolment and on request.

Fees, Charges and Refunds

McDonald's Australia RTO undertakes to provide course services as outlined in the Statement of Fees.

Fees and Charges

Prior to enrolment, McDonald's Australia RTO notifies clients of a range of fee information in a Statement of Fees. This fee information includes:

- All fees payable to McDonald's Australia RTO, clearly describing all costs involved with the course;
- How and when fees must be paid;
- How to request a refund;
- The conditions under which a refund would be provided; and
- The participant's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.

McDonald's Australia RTO publishes all fees and charges. McDonald's Australia RTO details its fees and charges including, but not limited

to:

- Compulsory fees;
- Additional charges or co-contributions;
- Application process for exemptions and concessions;
- Methods of collection; and
- Refund information.

This information forms part of the Statement of Fees. Information provided to clients is consistent with McDonald's Australia RTO course services arrangements. McDonald's Australia RTO ensures all fees and charges related to the provision of training services are outlined to all parties prior to enrolment. Information provided is clear, accurate and sufficient to enable an informed choice.

Where a participant is being enrolled under any loan or delayed payment arrangement, the terms of the arrangement are clearly stated, including:

- Any debt that may be incurred;
- When repayment is required;
- Under what conditions; and
- Any associated fees, indexation or interest.

McDonald's Australia RTO fees are designed to minimise the impact of fees and charges, through flexible payment plans, dependent on service type. McDonald's Australia RTO is committed to cost efficiency for Recognition of Prior Learning (RPL) applications and will at all times seek to complete RPL applications at the same cost or lower than normal course delivery costs.

Course Tuition Fees

All fees are published and available on the McDonald's Australia RTO website. Published fees information includes fee rates for each training product, including full fee for service, subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

McDonald's Australia RTO charges participants (and/or their employer or school) the mandatory or at least the minimum course tuition fee in accordance with the relevant specific jurisdictional training initiative requirements.

Participant Support Services Fees

If any specific participant support options available attract an additional cost, McDonald's Australia RTO makes this clear in pre-enrolment information and as a part of the Statement of Fees. Similarly, if there are limitations to the support McDonald's Australia RTO is able to provide to particular participant cohorts, these limitations are also made clear in information provided to potential participants.

McDonald's Australia RTO ensures support provided is reasonable and accessible, with clear and accurate information on these items included in the McDonald's Australia RTO's Participant Information Booklet.

Incidental Expenses / Resource / Other Fees

There may be some instances of a personal cost to a participant over and above the general course fees. These costs include:

- *Essential equipment and other items* that the participant has the choice of acquiring from McDonald's Australia RTO, or from a supplier other, that become the physical property of the participant, are retained by the participant on completion of training, and are not consumed during the training. Example: tool kit.
- An optional charge for *an item that is not essential* for the participant to complete the training.
- An optional charge for an *alternative form of access* to an item or service that is an essential component of the training but is otherwise made readily available at no additional fee by McDonald's Australia RTO.
- *Field trips and food, transport and accommodation costs* associated with the provision of field trips that form part of the training.
- *Any textbook* the participant requires for their course that is retained by the participant after completion of the qualification.

Other fees may be charged for alternate forms of access to essential goods or services that are otherwise made available by McDonald's Australia RTO at no additional cost, such as course reading material that is available free of charge through another source.

These fees do not exceed cost recovery. Any increases to the resource fee must not exceed the consumer price index (CPI) increase of 1%. Where appropriate, accountable officers may apply a resource fee to new or existing courses where they have not previously applied.

Trainees and apprentices are not exempt from these fees. However, McDonald's Australia RTO provides Assessment Evidence Portfolios to trainees and apprentices free of charge.

For each qualification, McDonald's Australia RTO publishes on its website any additional costs that a participant will or may incur and ensure that participants are aware of these costs prior to enrolment.

McDonald's Australia RTO provides the participant or employer (where relevant) with receipts for any monies collected by McDonald's Australia RTO for incidental expenses. McDonald's Australia RTO retains copies of receipts issued.

Services Not Incurring Fees

McDonald's Australia RTO does not charge participants separate fees for goods and services that are considered an RTO's responsibility.

For example, McDonald's Australia RTO does not charge fees for costs associated with goods and services such as enrolment, records archiving, the purchase or depreciation of equipment or general infrastructure, IT support, and access to general learning and personal support services such as mentoring, study skills programs and career guidance. Separate fees may not be charged for negotiating training plans or determining employers' capacity to train.

Fees are not charged for any items that will be retained by the participant as their own personal property, such as tools, protective clothing or textbooks. Such items are purchased separately by the participant.

Embedded Qualifications

In some cases, a qualification may include all the units of competency required to complete a lower level qualification, an 'embedded' qualification. The participant may wish to be issued with a testamur for the lower level qualification in addition to the higher one they enrolled in.

In this case the participant has paid the fee for the higher level qualification. McDonald's Australia RTO charges an administrative fee to produce the additional testamur (set at \$385 including GST) but the participant is required to pay additional participant fees for the lower level qualification.

Co-enrolments

McDonald's Australia RTO charges a fee for each government subsidised course that a participant enrolls in, as relevant to the relevant government contractual requirements.

Repeated Assessment

Participants are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial participant course fee. McDonald's Australia RTO does not levy additional fees for these attempts.

Government Loan, Funding, Subsidy and Support Entitlements

McDonald's Australia RTO ensures each participant is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that participants are aware of any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person),

McDonald's Australia RTO also provides advice on these arrangements prior to enrolment, via the Statement of Fees.

The total course fee for a government subsidised course is divided into two components:

- The Fee (to the participant / employer / employee); and
- The Subsidy (paid by the relevant government body).

In cases of government funding or subsidy, the Statement of Fees also includes the approximate value of the contribution from government towards the qualification(s) in which the participant is considering enrolment.

The following government contractual / jurisdictional arrangements apply to McDonald's Australia RTO fees and charges.

Australian Capital Territory

Australian Apprenticeships

McDonald's Australia RTO ensures all fees and charges related to the provision of training services are outlined to all parties prior to enrolment. Information provided is to be clear, accurate and sufficient to enable an informed choice.

McDonald's Australia RTO publishes all fees and charges including, but not limited to:

- compulsory tuition fees;
- additional charges or co-contributions;
- application process for exemptions and concessions;
- methods of collection; and
- refund information.

McDonald's Australia RTO ensures participants are provided with information regarding eligibility for the ACT Completion Payment prior to finalisation of enrolment.

McDonald's Australia RTO charges participants at least the minimum tuition fee in accordance with the specific training initiative.

McDonald's Australia RTO collects, records and retains all evidence relating to fee transactions. Where a fee concession, waiver, exemption or refund is granted, McDonald's Australia RTO retains all supporting evidence relating to the decision for each participant.

McDonald's Australia RTO has a formal process in place to support the assessment of participant eligibility for waiving any remaining fees

and charges, after concessions have been applied, as outlined below.

Queensland

Co-Contribution Fee

McDonald's Australia RTO may have different offerings for the same qualification. These offerings may arise because of different delivery modes (such as face-to-face and online), delivery locations (such as regional and South East Queensland) or other factors such as vocational/work placement or high-cost electives. McDonald's Australia RTO may charge a different co-contribution fee for each offering.

The co-contribution fee charged for a qualification or offering represents the total cost to the participant and includes any enrolment charges (such as identification card charges), tuition fees, services fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the qualification. This includes costs associated with criminal history checks which may be a prerequisite for vocational placement and employment in certain occupations.

McDonald's Australia RTO discloses upfront concessional and non-concessional fees and clearly publishes and labels them on its website as the co-contribution fee, along with all pertinent information about the offering. This allows prospective participants to be clearly informed of all fee costs and able to compare fees for a qualification.

Where McDonald's Australia RTO must collect a co-contribution fee, it may be paid on behalf of the participant by an employer or Third Party unrelated to the RTO, but cannot be paid or waived by McDonald's Australia RTO (whether directly or indirectly), unless approved in writing by the department.

McDonald's Australia RTO charges and collects the fee at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee published by McDonald's Australia RTO. The unit of competency fee is either the total fee divided by the units of competency payable for the qualification or assigned proportionally based on the relative length of the competencies.

McDonald's Australia RTO notifies the prospective participant of the expectations and rules regarding accessing a government subsidised training place under the relevant program. This notification includes advice that the participant will no longer be eligible for a government subsidised training place under a program once they complete the qualification level targeted through the program.

McDonald's Australia RTO retains evidence of co-contribution fees charged and collected. It reports to the department, via its VET activity data submission for each participant, the fees collected per unit of competency — with fees reported in whole dollar values for each unit. Fees collected are reported to the department regardless of who pays the fee on behalf of the participant.

McDonald's Australia RTO does not refund, waive, return payment, or provide a cash payment, or bonus either by way of 'referral fee' or otherwise to any payer of the co-contribution fee (including third parties) or fail to collect the co-contribution fee except as provided for in the relevant program policy.

Cost recovery — atypical and minor charges by McDonald's Australia RTO are permitted on a cost-recovery basis for services which are not required for the standard delivery of training and assessment services and awarding of a qualification. This would apply if a qualification has to be reissued — McDonald's Australia RTO may charge the participant for this service on a cost-recovery basis.

A student's eligibility for concessional status is confirmed by McDonald's Australia RTO at the time of the student's enrolment and evidence retained by McDonald's Australia RTO in order to attract the government subsidy.

User Choice

Student contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by McDonald's Australia RTO.

McDonald's Australia RTO details its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to apprentices and trainees.

McDonald's Australia RTO retains evidence of participant contribution fees charged and collected for all participants, except for those participants deemed as fully exempt. In addition, evidence must be retained for all participants whose circumstances have been deemed as totally or partially exempt from participant contribution fees.

Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. Student contribution fees may be adjusted annually by the department. McDonald's Australia RTO does not charge more than the participant contribution fee amounts.

When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, participant contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the department.

Where McDonald's Australia RTO collects a participant contribution fee, it may be paid on behalf of the participant by their employer or a Third Party unrelated to McDonald's Australia RTO, but cannot be paid or waived by McDonald's Australia RTO (whether directly or

indirectly), unless approved in writing by the department.

McDonald's Australia RTO may seek additional charges from the employer/industry. Any additional charges must be negotiated up-front and disclosed to the employer/industry prior to the participant's enrolment.

McDonald's Australia RTO does not charge participants for:

- The provision of materials essential to achieving competence
- The development and supply of a training plan
- The development and supply of the initial training record.

When McDonald's Australia RTO has claimed payment for the relevant units of competency through the User Choice funding program, McDonald's Australia RTO does not withhold the results, statement of attainment or qualification from an apprentice or trainee due to the non-payment of fees.

Certificate 3 Guarantee

A contribution to the cost of training and assessment services must be made by participants undertaking a certificate III level vocational qualification and non-concessional participants undertaking certificate I and/or II level vocational qualifications.

The fee may be paid on behalf of the participant by a Third Party unrelated to McDonald's Australia RTO, but cannot be paid or waived by the RTO (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for McDonald's Australia RTO.

The only exceptions to the fee condition are:

- Skilling Queenslanders for Work (SQW) participants — this training is provided fee- free to participants with any additional costs met through SQW funding.
- Queensland Year 12 graduates undertaking high priority qualifications — this training is provided fee- free to participants.
- VETiS students — this training is provided fee-free to participants with any additional costs met by the school.
- Foundation skills — this training can be provided fee- free to participants, as determined by McDonald's Australia RTO.
- Lower-level vocational qualifications for concessional participants — this training can be provided fee-free to participants, as determined by McDonald's Australia RTO.

The fee may be paid on behalf of the participant by a Third Party unrelated to McDonald's Australia RTO, but cannot be paid or waived by the RTO (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for McDonald's Australia RTO.

New South Wales

Smart and Skilled Student fees

Under Smart and Skilled, a participant contributes towards the cost of training through the payment of a participant fee. The payment to McDonald's Australia RTO is made up of the participant fee and the subsidy from the government. Participant fees are:

- Set for the whole qualification, not annual or semester fees as some training providers did previously to Smart and Skilled;
- Lower for participants doing their first post-school qualification; and
- Set for the participant and the qualification and will be the same regardless of McDonald's Australia RTO chosen.

Charging fees

There are different categories of participant fees, based on the qualification and the characteristics of the participant. The schedule of fees for each qualification on the NSW Skills List can be accessed at:

www.training.nsw.gov.au/smartandskilled/prices_fees.html.

McDonald's Australia RTO must charge the participant the relevant fee set by the NSW Government. The relevant fee will be determined when McDonald's Australia RTO enters the participant data into the Smart and Skilled Provider Calculator.

Traineeship fees

Under the NSW Government's Fee Free Traineeship Initiative, NSW trainees who are funded under Smart and Skilled, and commence subsidised training on or after 1 January 2020, are eligible for free training.

A trainee eligible under this initiative will be exempt from fees for their traineeship qualification.

For trainees who are not eligible, the fee for a qualification delivered to a trainee under a traineeship pathway is lower than for a non-traineeship pathway and is capped at \$1,000.

Recognition of prior learning

Where an eligible participant is granted recognition of prior learning (RPL) for one or more units of competency, the qualification price will be adjusted, and a new participant fee determined.

The qualification price is based on both fixed and variable costs. The fixed cost of the qualification will be reduced by 50 per cent of the

proportion of units of competency granted RPL. The variable cost will be reduced by 50 per cent of the total cost of the units of competency granted RPL.

Once the adjusted qualification price is calculated the new participant fee will be determined at the same percentage of the price as the original participant fee for that course (i.e. Adjusted Price x fee percentage).

Where RPL for a unit (or units) of competency is assessed by McDonald's Australia RTO and only partially granted and some training delivery is still required, there is no reduction in the participant fee and should not be entered in McDonald's Australia RTO Calculator or reported as RPL granted.

Credit transfer

Where an eligible participant is granted a credit transfer (CT) for one or more units of competency, the qualification price will be adjusted, and a new participant fee determined.

The fixed cost of the qualification will be reduced by the proportion of units of competency given credit transfer. The variable cost will be reduced by the total cost of each unit of competency granted credit transfer.

Once the adjusted qualification price is calculated the new participant fee will be determined at the same percentage of the price as the original participant fee for that course (i.e. Adjusted Price x fee percentage).

Calculating and adjusting fees for recognition of prior learning and credit transfer

Where RPL and/or CT are granted at enrolment, McDonald's Australia RTO uses the Smart and Skilled Provider Calculator to determine the applicable participant fee.

Where RPL and/or CT is granted after enrolment, or after a participant commences a qualification, McDonald's Australia RTO reports the outcome for the relevant unit(s) of competency in their next Smart and Skilled training activity data file submitted to the Department. The Department will make adjustments to the subsidy payment and advise McDonald's Australia RTO of the new participant fee. McDonald's Australia RTO takes all necessary steps to advise affected participants of adjusted fee and to adjust the fee levied, including adjustments to subsequent fee payment schedules.

McDonald's Australia RTO sights appropriate evidence, such as a testamur or a Unique Student Identifier (USI) transcript to grant credit transfer.

Fees Arrangements for School Based Apprenticeships and Traineeships

Under the NSW Government's Fee Free Traineeship Initiative, NSW trainees who are funded under Smart and Skilled, and commence subsidised training on or after 1 January 2020, are eligible for free training.

A trainee eligible under this initiative will be exempt from fees for their traineeship qualification.

Charging fees

McDonald's Australia RTO must assess the participant's fee eligibility and where the participant is not fee exempt charge the relevant participant fee set by the NSW Government.

The relevant fee can be confirmed during the Notification of Enrolment when McDonald's Australia RTO enters the participant data into the School Based Apprenticeship and Traineeship Enrolment facility on STS Online and a SID is issued.

Levying of participant fees

Where a participant does not complete the qualification while at school, for example a participant undertaking a school-based apprenticeship, McDonald's Australia RTO only levies the proportion of the participant fee, via the school sector, for the proportion of the qualification undertaken whilst at school.

After finishing Year 12, the participant can be directly levied the proportion of participant fee for the remaining portion of the qualification that will be undertaken. McDonald's Australia RTO collects all fees to be paid by the participant by the time they complete their subsidised training. In these instances, McDonald's Australia RTO, or a related entity or organisation, does not pay the participant fee on behalf of a participant unless McDonald's Australia RTO is also:

- The participant's employer; or
- Is a provider of government-funded employment services (Jobactive) and the participant is a client.

McDonald's Australia RTO retains participant fees that it collects or evidence that either of the two conditions above were met.

Note: The SID issued by the SBAT Enrolment facility must be retained for the duration of the participants training. Specifically, where a school-based apprentice continues in the apprenticeship after finishing Year 12.

Fees for continuing participants

Smart and Skilled continuing participants

Participant fees under Smart and Skilled are for the whole qualification and should be determined at enrolment, and therefore apply until

the participant has completed training in that qualification. Participants who have paid the full fee upfront, will not be charged an additional fee to continue their training even if the fee for the qualification increases from one activity period or year to the next.

Participant fees for programs outside Smart and Skilled

Where training is part of fee for service arrangements made between an organisation and a training provider, participant fees would be covered through these arrangements. These arrangements are outside Smart and Skilled.

Participants who subsequently wish to apply for Smart and Skilled subsidised training will be subject to the same eligibility requirements as for all other Smart and Skilled participants.

Proof of eligibility for fee status

McDonald's Australia RTO ensures that individuals declare that information provided with regard to eligibility is true, accurate, complete and not misleading.

Additionally, for some fee types an individual may be required to provide evidence to support their eligibility for the Smart and Skilled fee type. McDonald's Australia RTO sights or maintains certain evidence as required.

Validation of participant eligibility and fee

McDonald's Australia RTO uses the Provider Calculator to confirm an individual's Smart and Skilled eligibility for a qualification. McDonald's Australia RTO charges the participant the relevant fee set by the NSW Government which has been validated by McDonald's Australia RTO Calculator.

McDonald's Australia RTO cannot charge participants a fee other than what is calculated by the NSW Government through McDonald's Australia RTO Calculator. This means McDonald's Australia RTO does not discount the fee, charge a higher fee or exempt participants from paying the fee determined by McDonald's Australia RTO Calculator.

Additional costs to participants

Incidental expenses

The price of a qualification, which is made up of the government subsidy and participant fee, will cover the total costs incurred by McDonald's Australia RTO to deliver the training, including assessment. However, there may be some instances of a personal cost to a participant over and above the participant fee.

These costs include:

- Essential equipment and other items that the participant has the choice of acquiring from McDonald's Australia RTO, or from a supplier other than McDonald's Australia RTO, that become the physical property of the participant, are retained by the participant on completion of training, and are not consumed during the training;
- An optional charge for an item that is not essential for the participant to complete the training;
- An optional charge for an alternative form of access to an item or service that is an essential component of the training, but is otherwise made readily available at no additional fee by McDonald's Australia RTO;
- Field trips and food, transport and accommodation costs associated with the provision of field trips that form part of the training; or
- Any textbook the participant requires to undertake their qualification that is retained by the participant after completion of the qualification.

For each qualification, McDonald's Australia RTO publishes on its website any additional costs that a participant will or may incur and ensures that participants are aware of these costs prior to enrolment.

McDonald's Australia RTO provides all participants (or employers where relevant) with receipts for any monies collected by McDonald's Australia RTO for incidental expenses. McDonald's Australia RTO retains copies of receipts issued.

Charges for issuing embedded qualifications

In some cases, a qualification may include all the units of competency required to complete a lower level qualification, an 'embedded' qualification. The participant may wish to be issued with a testamur for the lower level qualification in addition to the higher one they enrolled in. In this case the participant has paid the fee for the higher level qualification. McDonald's Australia RTO may charge an administrative fee to produce the additional testamur, but the participant will not be required to pay additional participant fees for the lower level qualification.

Paying fees

Levying of participant fees

McDonald's Australia RTO determines the payment arrangements for participant fees, publishes information and informs participants of these arrangements before the participant enrolls.

McDonald's Australia RTO ensures it collects all fees to be paid by the participant by the time they complete their subsidised training. A Provider, or a related entity or organisation, must not pay the participant fee on behalf of a participant unless McDonald's Australia RTO is

also:

- The participant's employer; or
- Is a provider of government-funded employment services (Jobactive) and the participant is a client.

McDonald's Australia RTO ensures it retains participant fees that it collects or evidence that either of the two conditions above were met.

Arrangements for payment of fees for apprentices and trainees

Some Modern Awards include provisions that require the employer to pay the fee on behalf of their apprentice or trainee. Where this is the case the employer will pay the participant fee.

Subcontracting

Where McDonald's Australia RTO enters into a subcontracting arrangement, the subcontractor does not charge the participant a fee or any additional costs. All fees and any additional costs must be levied by McDonald's Australia RTO in accordance with this Policy.

Co-enrolments

McDonald's Australia RTO charges a fee for each Smart and Skilled qualification that a participant enrolls in. For example, if a participant enrolls in both a traineeship qualification and a foundation skills qualification, the participant must pay the participant fee applicable for both qualifications.

Changes to Participant Fees

The participant will pay the fee for the qualification that applies in the year when they commence training. The participant will not be affected by any subsequent changes to Smart and Skilled fees.

Discontinuing participants

Withdrawal without penalty

McDonald's Australia RTO advises the participant, prior to any fees being paid, of the 'withdrawal with no penalty' cut-off date, i.e. the date by which the participant can withdraw and be refunded any fees paid at enrolment. This date is determined by McDonald's Australia RTO.

Withdrawal after the cut-off date without penalty

Where a participant withdraws from training, McDonald's Australia RTO gives the exiting participant a statement of fees that includes all fees applied and any fees refunded, if applicable.

Fees for participant repeat attempts to complete units of competency

McDonald's Australia RTO allows a participant to attempt each assessment task for each unit of competency on at least three occasions (initial attempt plus two re-submissions) as a part of their participant fee. Further assessment attempts beyond the first three attempts may incur additional fees. McDonald's Australia RTO ensures participants are aware of this policy prior to enrolment.

Transferring participants

A participant undertaking a Smart and Skilled qualification may withdraw from a qualification with a Smart and Skilled Provider and transfer to another Smart and Skilled Provider to complete their qualification because:

- They chose to of their own accord;
- Their initial Provider closes; or
- Their initial Provider's Smart and Skilled Contract has been terminated.

Participants who transfer of their own accord

Where a participant transfers of their own accord from their initial Smart and Skilled Provider to another Smart and Skilled Provider to complete their training, standard credit transfer rules will apply when calculating the participant fee. To do this, the participant's subsequent Provider must obtain a statement of attainment from the participant (issued by the initial Provider) to determine what credit should be granted. The subsequent Provider must use the Smart and Skilled Provider Calculator to determine the participant fee.

In this situation, the participant may end up contributing more towards the cost of their training.

Participants who transfer due to Provider closure or contract termination

The following rules apply to a participant who transfers due to a Provider's closure or the termination of a Provider's Smart and Skilled Contract:

- The fees charged in total by the two Smart and Skilled Providers cannot exceed the participant fee quoted by the initial Provider.
- Where the combined fee exceeds the original fee quoted, the subsequent Provider must contact the Department to confirm fee to be charged, before enrolling the participant and charging any fees. Any fee gap will be paid to McDonald's Australia RTO by the Department.

Therefore, where a participant transfers from their initial Smart and Skilled Provider to another Smart and Skilled Provider to complete their training, and the transfer is not of the participant's own accord, the subsequent Provider must obtain from the participant:

- A statement of attainment issued by the previous Smart and Skilled Provider;

- An up-to-date training plan (issued by the initial Smart and Skilled Provider) that lists all units of competency achieved, commenced but not completed, and/or not started; and
- A statement of fees issued by the previous Smart and Skilled Provider.

The subsequent Provider can then enter the details into the Smart and Skilled Provider Calculator to determine the participant's fee.

Obtaining the above documentation may not be possible where the initial provider closes. In these instances, McDonald's Australia RTO seeks assistance from the Department to determine the participant's fee.

Participants transitioning from superseded qualifications

Where a participant is enrolled in a qualification that is superseded and the participant is required to transition to the new qualification to continue training and complete, and the price of the new qualification is different to that of the superseded qualification:

- McDonald's Australia RTO continues to be paid the applicable subsidy for the superseded qualification; and
- The participant fee remains the same.

South Australia

Fees payable by participants

McDonald's Australia RTO, in a location which is prominent, accessible and online, publishes to its participants and to prospective participants' information about its fee policies so that participants and prospective participants may make decisions about enrolment in a course after being informed of the full cost of the course. The fee policies to be published must include:

- A breakdown of the Participant Course Fee (if any);
- All incidental fees that a participant may be liable to pay; and
- Criteria for eligibility of a participant for fee concessions and fee exemptions.

McDonald's Australia RTO only charges a participant for accredited training an amount that is in accordance with information provided to the participant.

McDonald's Australia RTO only charges incidental fees if the participant is made aware that the incidental fees may be charged before enrolling in the course and the incidental fees are a charge for an essential good or service that the participant has the choice of acquiring from a supplier other than McDonald's Australia RTO and is for:

- Equipment or items that become the physical property of the participant and that are not consumed during the course; or
- Food, transport and accommodation costs associated with the provision of field trips that form part of the course.

Other than incidental fees, all other costs of the course are included in the Participant Course Fee.

Where a Participant Course Fee is payable, McDonald's Australia RTO collects the fee and retains evidence of the collection of the fee.

Collection of fees

Funding levels are premised on the principle of co-investment, i.e. in addition to the funding, there will be a financial contribution for the training in the form of a Participant Course Fee paid to McDonald's Australia RTO by the participant, the employer of a participant, or some other person or body. Hence, there is an expectation that McDonald's Australia RTO will charge a Participant Course Fee, unless otherwise specified by the department. The Participant Course Fee cannot be paid or waived by McDonald's Australia RTO.

Where a Participant Course Fee is payable, McDonald's Australia RTO records it accurately in the creation of a Training Account and retains evidence of the collection of the fee.

McDonald's Australia RTO assesses participants against the entitlement criteria as specified in the relevant Funded Activities Annexure.

Eligibility

McDonald's Australia RTO assesses the following conditions to determine an individual's eligibility to access a subsidised training place and maintains copies of documents/evidence. Key participant information as required is recorded on McDonald's Australia RTO's enrolment documentation, which includes the following:

Identity and Residence

- Unique Student Identifier number or other valid ID is recorded for any nationally recognised VET course and stays with a participant for life, sourced from USI Registry System.
- Age ID - 16 years or older (e.g. birth certificate, passport, SA Driver's Licence, Medicare Card).
- Participant must live or work in South Australia.

Citizenship

Australian Citizen/Permanent resident/Visa Type appropriate documents (e.g. birth certificate, passport, SA Driver's Licence).

Eligible visas as follows:

- Skilled – Regional (Provisional) Visa (subclass 489)
- Skilled – Regional Sponsored Visa (subclass 475)
- Skilled – Regional Sponsored Visa (subclass 487)
- Skilled Independent – Regional (Provisional) Visa (subclass 495)
- Business Owner (Provisional) Visa (subclass 160)
- Senior Executive (Provisional) Visa (subclass 161)
- Investor (Provisional) Visa (subclass 162)
- State/Territory Sponsored Business Owner (Provisional) Visa, subclass 163
- State/Territory Sponsored Senior Executive (Provisional) Visa, subclass 164
- State/Territory Sponsored Investor (Provisional) Visa, subclass 165
- Business Innovation and Investment (Provisional) Visa, subclass 188
- Safe Haven Enterprise Visa (SHEV), subclass 790
- Bridging Visa E (BE), subclass 050 and 051
- Temporary Protection Visa (TPV), subclass 785
- Bridging Visa F (BVF), subclass 060

School Enrolled Participants

Various types of documentations prepared and endorsed by a participant's school, the participant, parent (or guardian) and service provider for participants eligible for subsidised training.

- Training Guarantee for SACE Students (TGSS) Education and Training Plan.
- Australian School Based Apprenticeship or traineeship (ASbA) Contract.
- Flexible Learning Options (FLO) Exemption Form - Suitable for school enrolled participants who are unable to meet the requirements of TGSS.

Jobseeker

Referral form required for unemployed job seeker registered with an employment service provider.

Apprenticeship or Traineeship contract

Training Contract number is required as evidence to determine eligibility for establishing a training account in subsidised qualification designated as 'Training Contract only.'

Entitlement

McDonald's Australia RTO also assesses the following conditions to determine participant Entitlement to undertake access a subsidised training place and maintain copies of documents/evidence. Key participant information as required by the ATSA is recorded on the Training Provider's own *Enrolment Form*, which minimally includes the following:

Prior subsidised qualification/s

- Check for courses completed under subsidy from 1 October 2015 onwards (maintain screenshot from the Portal).

Highest accredited non-school qualification

Appropriate document/s, or participant's declaration.

Government concessions

Entitlement to course fee concession subsidy:

- Holders of Health Care Card, Pensioner Concession Card, Veteran Affairs Concession Card;
- Prisoners/detainees in a South Australian correctional institution/detention centre; and
- Guardianship of the responsible Minister (GOM).

Victoria

General requirements for calculation and levying of fees

Prior to enrolment, McDonald's Australia RTO supplies each individual with a Statement of Fees. The Statement of Fees provides a quote for the total cost for the course of study/enrolment, taking into account current circumstances (including any eligibility for concession).

Tuition fee waivers/exemptions

McDonald's Australia RTO allows tuition fee waivers/exemptions.

Prior to enrolment, McDonald's Australia RTO sights and retains copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by McDonald's Australia RTO for audit or review purposes.

Other fees

McDonald's Australia RTO publishes on its website all other fees associated with government subsidised training including but not limited to any participant services and amenities fees, fees for goods, services or materials and administration fees. If McDonald's Australia RTO imposes any other fees McDonald's Australia RTO supplies the individual with itemised details of the fees *prior* to enrolment as part of a Statement of Fees.

Western Australia

McDonald's Australia RTO charges participant fees as mandated. Minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited.

The course fee is the sum of fees for all units that a participant enrolls in. Trainees are required to pay course fees 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 in 2017.

Category of Enrolment	Fee Rate per Nominal Hour
<i>Non-Concession Participant</i>	
Diploma, Advanced Diploma and Existing Worker Traineeships	\$5.79
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$3.25
<i>Concession Participant</i>	
Diploma, Advanced Diploma and Existing Worker Traineeships	\$1.74
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$0.97

*Excludes existing worker traineeships

Calculating Fees

The fee applicable is from the start date of the unit in which the publicly subsidised participant is enrolled, irrespective of the date of enrolment or duration of the course.

To ensure consistency, adjustments will not be made to fees to reflect variations in timetabling or in instances where participants complete a course or unit in less time than the nominal hours specified for the course.

Participants are charged according to the same fee structure regardless of mode of delivery, including:

- Local face to face class;
- Remote live electronic conferencing;
- Self-paced – scheduled and unscheduled;
- External studies;
- Workplace learning;
- Video/television-based learning; and
- Online learning.

Recognition of Prior Learning & Credit Transfer

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit.

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved these required learning outcomes or competency outcomes.

Fees for participants enrolling in RPL are determined by McDonald's Australia RTO. Participants are not charged for credit transfer.

Fee Concessions and Exemptions

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by McDonald's Australia RTO across jurisdictions.

McDonald's Australia RTO collects, records and retains all evidence relating to fee transactions. Where a fee concession, waiver, exemption or refund is granted, McDonald's Australia RTO retains all supporting evidence relating to the decision for each participant.

McDonald's Australia RTO has a formal process in place to support the assessment of participant eligibility for waiving any remaining fees and charges, after concessions have been applied. McDonald's Australia RTO only permits a fee concession or exemption for a participant where evidence supporting the eligibility for concession or exemption is obtained from the participant prior to the finalisation of enrolment

process.

Australian Capital Territory

Australian Apprenticeships

Concession

A participant is eligible for a fee concession if, at the commencement of training they:

- Hold a current Health Care Card or Pension Card; or
- Can prove genuine hardship.

Where the participant is under 18 years of age this rule will apply if the parent/guardian holds one of the above cards. McDonald's Australia RTO may choose to waive the remaining tuition fee for Participants that are eligible for a fee concession.

Exemption

The tuition fee is not charged where:

- The employer is the RTO for its own participant; or
- The participant leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same RTO; or
- The participant is required to go to a different RTO as a result of a change of RTO process; or
- The participant is an ASBA and the school is the RTO.

Queensland

User Choice - Partial exemption of tuition fees

McDonald's Australia RTO charges 40 per cent of the participant contribution fee where the participant falls into one or more of the following exemption categories:

- The participant was or will be under 17 years of age at the end of February in the year in which McDonald's Australia RTO provides training, and the participant is not at school and has not completed year 12; or
- The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- The participant issues McDonald's Australia RTO with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- The participant is an Aboriginal or Torres Strait Islander person as stated on the Training Contract and Application for Enrolment Form.

User Choice - Full exemption of tuition fees

McDonald's Australia RTO may apply full exemption from the Participant contribution fee where the Participant falls into one or more of the following exemption categories:

- Where payment of the Participant contribution fee would cause extreme financial hardship;
- Where credit transfer/national recognition has been applied to a unit of competency/module;
- Where the Participant is a school-based apprentice or trainee; or
- The Participant undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program; or
- Where the Participant is a Year 12 graduate who:
 - commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12); and
 - enrolls in a high priority qualification identified by the department.

McDonald's Australia RTO must retain evidence of participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.

Certificate 3 Guarantee

Concessional status applies when:

- The participant holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card; or
- The participant provides McDonald's Australia RTO with an official form under Commonwealth law confirming that the Participant, their partner or the person of whom the Participant is a dependant is entitled to concessions under a Health Care or Pensioner Concession Card; or
- The participant is an Aboriginal or Torres Strait Islander; or
- The participant is a school student and is enrolled in a VETiS program (may include young people in detention); or
- The participant has a disability; or
- The participant is an adult prisoner.

For concessional status, it is McDonald's Australia RTO's responsibility to verify at enrolment and hold evidence of a participant's eligibility.

New South Wales

Fee Free Traineeships - Trainee eligibility

NSW trainees, including school-based trainees, whose traineeship qualification is funded under Smart and Skilled and who commence subsidised training on or after 1 January 2020 are eligible. This includes:

1. Trainees who commence subsidised training for the first time on or after 1 January 2020.
2. Trainees whose traineeship is cancelled and subsequently recommence a traineeship in the same vocation with a different employer and recommence subsidised training on or after 1 January 2020.
3. Trainees whose traineeship is cancelled and subsequently commence a new traineeship in a new vocation with the same/different employer and commence in subsidised training on or after 1 January 2020.
4. A trainee who has completed a traineeship and is undertaking a subsequent traineeship and is commencing the subsidised training in the subsequent traineeship on or after 1 January 2020.

Trainees who fit eligibility category 2 and 3 above, and in some scenarios 4, must be awarded Credit Transfer and/or Recognition of Prior Learning (CT/RPL) where relevant. This must be reflected in the Notification of Enrolment through the Provider Calculator and reported in training activity data through eReporting.

Where this occurs, only the proportion of training that is commenced and undertaken after 1 January 2020 in the new traineeship qualification is fee free.

McDonald's Australia validates the trainee's eligibility with the employer and may also use any other information available to assist in assessing eligibility.

Specific trainee exclusions from eligibility

A NSW trainee who commenced subsidised training prior to 1 January 2020 and subsequently, on or after 1 January 2020 recommences their subsidised training:

- a) with the same provider, and is employed by the same employer and in the same vocation, or
- b) changes provider and remains party to a training contract with the same employer and in the same vocation,

is not eligible for fee free training. The trainee must be granted CT/RPL and be subject to reduced fees due to CT/RPL.

A participant who commenced subsidised training under a School Based Traineeship prior to 1 January 2020 and then transitions to a full apprenticeship on or after 1 January 2020 are not eligible for fee free training for their full apprenticeship.

Concession fees

Concession fees are discounted fees for disadvantaged participants. Concessions fees are a flat fee for the qualification level.

A participant who receives a specified Commonwealth Government welfare benefit or allowance is eligible for a concession fee for a qualification up to and including Certificate IV. A participant who is receiving a specified benefit or allowance at the time of enrolment is eligible for a concession.

The concession fee is also available to a participant who is a dependant of a person receiving a specified Commonwealth Government welfare benefit or allowance. To be eligible for the concession the person who the participant is a dependant of must be receiving the benefit or allowance at the time of enrolment.

There are no concessions for participants enrolling in Diplomas and Advanced Diplomas.

Proof of eligibility

The recipient of a specified Commonwealth Government welfare benefit or allowance must provide the following proof of eligibility for a concession:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category; or a current concession card that shows the CRN and clearly shows the benefit or allowance category; or
- A current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or
- Any other evidence that clearly shows the CRN and the benefit or allowance category; or
- Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status; or
- For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first-class attendance or participation in training.

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth Government welfare benefit or allowance must provide documentary evidence that Centrelink recognises the individual as the dependant. The evidence should clearly show the CRN of the benefit or Commonwealth Government welfare recipient.

Fee exemptions

Participants who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people;
- People with a disability(ies) (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension). (See also Proof of eligibility for fee status);
- Refugees and asylum seekers (that is people who meet the refugee and asylum seeker eligibility and exemption criteria specified);
or
- Recipients of Fee-Free Scholarships.

Frequency of exemption

Australian Aboriginal and Torres Strait Islander participants and participants that meet the Smart and Skilled disability fee eligibility requirements ("participants with a disability(ies)") and participants who meet the refugee or asylum seeker eligibility and exemption criteria ("participants who are a refugee or asylum seeker") will be exempt from fees for any Smart and Skilled enrolments for which they are eligible.

Australian Aboriginal and Torres Strait Islander participants, "participants with a disability(ies)" and participants who are a refugee or asylum seeker must meet the Smart and Skilled eligibility criteria or be a NSW apprentice or a NSW new entrant trainee undertaking a Skills List traineeship qualification.

Fee exemption Aboriginal and Torres Strait Islander participants

Australian Aboriginal and Torres Strait Islander participants prove their status and eligibility for a fee exemption through descent, self-identification and community identification.

Participants will need to declare their status and be able to provide documentary evidence of community identification, if required.

Fee exemption - Participants with a disability(ies)

A participant who seeks a fee exemption on the basis of disability will need to provide:

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
- A current Disability Pensioner Concession Card that shows the CRN; or
- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or
- Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
- Documentary evidence of support demonstrating a clear additional need as a result of the participant's disability. This evidence must be a letter or statement from:
 - a medical practitioner; or
 - an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for participants with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or
 - a specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

An individual who is seeking an exemption as a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability pension must provide documentary evidence that Centrelink recognises the individual as a dependant. The evidence should clearly show the CRN of the Disability Pension Recipient.

Fee free training Refugees and asylum seekers

Refugees and asylum seekers who hold particular visas are eligible for Smart and Skilled. Individuals who hold one of the below visas are eligible for Smart and Skilled. Additionally, individuals who hold any of these visas are eligible for fee-free training for qualifications up to and including Certificate IV.

A participant who seeks a fee exemption on the basis of their visa status will need to provide visa documentation, or documentation such as an ImmiCard where appropriate, which states that they hold one of the visas specified.

Permanent visas

- Emergency rescue visa (Subclass 203)
- Global special humanitarian programme visa (Subclass 202)
- In-country special humanitarian programme visa (Subclass 201)
- Protection visa (Subclass 866)
- Refugee visa (Subclass 200)
- Woman at Risk visa (Subclass 204).

Temporary visas

- Bridging Visa A (BVA)
- Bridging Visa B (BVB)
- Bridging Visa C (BVC)
- Bridging Visa D (BVD)
- Bridging Visa E (BVE)
- Safe Haven Enterprise visa (Subclass 790)
- Temporary Humanitarian Concern visa (Subclass 786)
- Temporary Humanitarian Stay visa (Subclass 449)

Fee-Free Scholarships

Smart and Skilled Fee-Free Scholarships are a category of "Fee Exemption"; meaning that Fee-Free Scholarship recipients are exempt from paying participant fees. Training providers will be compensated for the participant fee revenue foregone as a result of the participant being fee exempt rather than paying the concession fee.

To be eligible for a Smart and Skilled Fee-Free Scholarship, individuals must first meet the rules for the relevant program.

Smart and Skilled eligible participants undertaking a full qualification up to and including Certificate IV may be eligible for a Smart and Skilled Fee-Free Scholarship and are:

- Aged between 15 and 30 (inclusive) at the start date for training and eligible for a concession fee (i.e. a Commonwealth Government welfare recipient); or
- Commencing in training from 1 January 2016 and meet the Out-of-Home Care definition at the time of enrolment and are:
 - aged 15-17 years and currently in out-of-home care; or
 - Aged 18-30 years and previously in out-of-home care; or
- Aged 15 and over, commencing in training 1 July 2016 and be able to disclose (self-declare) at enrolment that they meet the domestic and family violence definition.

Individuals are eligible for one scholarship per financial year (commencing 1 July 2015) and a maximum of two scholarships over four financial years (ending 30 June 2019).

There is a limit of 50,000 Smart and Skilled Fee-Free Scholarships per financial year. This limit does not apply to participants who meet the fee-free criteria who are living in social housing in NSW or on the NSW Housing Register (waiting list); or participants who meet the out-of-home care criteria for a fee-free scholarship.

Social Housing definition

For the purposes of the Smart and Skilled Fee-Free Scholarship scheme, "NSW Social Housing" includes tenants of:

- Public housing (owned and managed by the NSW Government or managed by a community housing provider);
- Community housing (owned and/or managed by community housing providers);
- Aboriginal housing (owned and/or managed by the Aboriginal Housing Office (AHO) and Aboriginal Community Housing Providers);
- Clients receiving crisis accommodation/supported accommodation (Specialist Homelessness Services); or
- Clients receiving private rental assistance funded by Family and Community Services (for example: private rental subsidy, rental bond loans, tenancy guarantees).

A social housing resident or person on the NSW Housing Register (waiting list) who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm, by participant declaration/signature, that the information provided about their social housing status is correct.

Out-of-Home Care definition

The term 'out-of-home care' refers to children or young people who are cared for by a person other than their parent, in a place that is not their usual home. Children and young people enter out-of-home care because they are in need of care and protection.

There are two main types of out-of-home care:

- Statutory care - where the Children's Court has made a Care Order placing the child or young person in the parental responsibility of the Minister for Family and Community Services
- Supported care - where the Secretary of Family and Community Services forms the opinion that the child or young person is in need of care and protection.

Children and young people in out-of-home care usually reside with relative/kinship carers, foster carers or in residential care services.

A participant who meets the out-of-home criteria who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm by participant declaration/signature that they meet the eligibility criteria, and if requested provide supporting evidence.

Domestic and family violence definition

For the purposes of the Smart and Skilled Fee-Free Scholarship scheme, people who have experienced or are experiencing domestic and family violence or their dependants must have a letter of recommendation from a domestic and family violence service, refuge or other support agency.

A participant who meets the domestic and family violence criteria who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm by participant declaration/signature that they meet the eligibility criteria and provide supporting evidence.

South Australia

Student Course Fee exemption

Participants over the age of 16 and who are, or have been, under the Guardianship of the Minister for Education (or interstate equivalent) on any guardianship order, are eligible for a Student Course Fee exemption.

Where a participant is entitled to an exemption of the fee, McDonald's Australia RTO does not impose a fee.

Student Course Fee Concession

A participant enrolled in a course for which a Student Course Fee can be charged will be eligible for a fee concession if:

- At the commencement of training in a Unit of Competency in the course, the participant holds a current:
 - Health Care Card;
 - Pensioner Concession Card; or
 - Veteran Affairs Concession Card.
- The participant is a prisoner.

Prisoner is all prison inmates, detainees, people on remand, those held in South Australian institutions in connection with the commission of an offence and extends to children in South Australian detention centres who are beyond the age of compulsory schooling.

McDonald's Australia RTO offers a fee concession to a participant who holds one of the above concession cards, and the level of concession must be commensurate with the Department's calculation of concession reimbursement.

McDonald's Australia RTO seeks evidence of eligibility for a fee concession from the participant and records this in the participant's Training Account to ensure that the correct funding is paid.

McDonald's Australia RTO ensures the information about concession eligibility recorded in the Training Account for each participant is current and maintained throughout the period of the enrolment.

Tasmania

If McDonald's Australia RTO charges course service fees, it complies with the Service Fee Exemption Categories, as listed below.

Service Fee Exemption Categories

Fee concessions apply only to service fees and not to other charges which may be imposed, such as administration fees, materials levies or additional fees such as license costs, course booklets, etc.

Participants are exempted from service fees if they fit into one of the following categories:

1. People in receipt of one of the following benefits:

- Pensioner Concession
- Veterans' Affairs Concession
- Sickness Allowance
- Newstart
- Special Benefit
- Family Tax Benefit (at maximum rate)
- Youth Allowance
- Carer Pension
- Disability Support Pension
- Mature Age Allowance
- Partner Allowance
- Parenting Payment Single
- Parenting Payment Partnered
- Widow Allowance
- ABSTUDY
- Austudy (study allowance for fulltime participants over 25 years of age)
- Drought Relief
- Foster Care Participants

2. Dependents of people in receipt of any of the above benefits

3. People who are inmates of a custodial institution

4. People enrolled in one of the following fee-exempt, publicly funded programs:

- Courses designed to provide foundation skills or to prepare participants for further study
- Courses delivered specifically for Aboriginal and Torres Strait Islander peoples
- Australian Apprenticeship Access Program
- Adult Migrants English Program (AMEP)
- Women's Access Programs
- VET in Schools Programs for enrolled school participants
- Literacy and numeracy courses
- Certificate I in General Education for Adults.

5. People experiencing extreme financial hardship.

- This exemption is to be applied at the discretion of the RTO.

Victoria

Concessions

McDonald's Australia RTO allows concessions on standard fees.

The concession fee is 20 per cent of McDonald's Australia RTO's published standard tuition fee as described in Clause 1.1, being the fee that McDonald's Australia RTO would have charged a non-concession government subsidised participant in the same course at that time.

If an individual who was previously eligible for a concession becomes ineligible for the concession before the completion of the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment.

Prior to enrolment, McDonald's Australia RTO sights and retains copies of all documentation demonstrating an individual's eligibility for the fee concession granted by McDonald's Australia RTO for audit or review purposes. Where a concession card is presented to McDonald's Australia RTO via a Digital Wallet through a Centrelink Express Plus mobile application, McDonald's Australia RTO sights and authenticates the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device.

General Concessions

For enrolments in courses at the Certificate IV level and below, McDonald's Australia RTO must charge the concession fee to an individual who, prior to the commencement of training, holds (or is a dependant spouse or dependant child of a holder of) a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

McDonald's Australia RTO retains a copy of the relevant concession card.

Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level McDonald's Australia RTO charges the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent. McDonald's Australia RTO retains a copy of the enrolment form on which the individual self-identified as indigenous.

Western Australia

Concessions

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

- Persons and dependants of persons holding:
 - A Pensioner Concession Card.
 - A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - A Health Care Card.
- Persons and dependants of persons for whom the Commonwealth's JobKeeper payments are being received.
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Jobactive;
 - Online Employment Services; or
 - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school aged persons, not enrolled at school.

For the following Commonwealth programs, appropriate evidence of a student's eligibility for concession is:

- JobKeeper - a statutory declaration from an employer confirming they are in receipt of JobKeeper payments for the student.

- Jobactive, Online Employment Services, or the ParentsNext program - a letter from the Commonwealth services provider confirming the student's participation in the program.

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.

Exemptions – Fee Waivers

Severe Financial Hardship Definition

A person is considered to be in severe financial hardship only where they are unable to provide food, accommodation, clothing, medical treatment, or other basic necessities for themselves and/or their dependents.

Forms of entertainment or recreation are not basic necessities.

Financial Hardship Assessment

The assessment of whether an applicant qualifies for a fee waiver is to be made on the basis of their individual circumstances and those of any dependent family members.

Subject to the exceptional circumstances outlined below, a fee waiver cannot be given unless ALL of the following criteria are met.

Criteria for Severe Financial Hardship			
1	The participant's income must not exceed the Department of Human Services income thresholds for the low income health care card, as outlined below.		
	Status	Weekly income	Total Income in the 8 Week Period Prior to Applying
	Single, no children	\$561.00	\$4,488.00
	Couple combined, no children	\$969.00	\$7,752.00
	Single, one dependent child	\$969.00	\$7,752.00
	Couple combined, one child	\$1003.00	\$8,204.00
	For each additional child, add	\$34.00	\$272.00
2	The participant does not have the disposable income to pay the fees via instalments without compromising their ability to meet their basic living needs or those of their dependents.		
3	There is no basis for concluding that the participant's financial circumstances are likely to change within a reasonable period (e.g. 12 months).		

Where these criteria are not met, instalment plans are appropriate and extended payment periods may also be considered.

Supporting Documentary Evidence

The participant must provide relevant supporting documentation to evidence their claim, including detailed evidence as to their financial circumstances. The nature of the evidence provided will depend on the individual circumstances of the participant.

Example evidence for assessing income includes pay slips and bank statements. Example evidence for assessing outgoings includes tenancy agreements and utility bills.

Exceptional Circumstances

Short term hardship or temporary financial difficulty that arises from a sudden change in circumstances does not generally qualify a person for fee waiver consideration. Only in exceptional circumstances can a fee waiver be considered.

An exceptional circumstance is when one of the following events occur, which compromises the participant's ability to meet their essential living needs or those of their dependents.

- The student or family member has a sudden or unexpected health issue or disability.
- Death of a significant wage earner in the family, where the student had a dependent relationship.
- Relationship breakdown or domestic violence.
- Significant events which are likely to last over the duration of the enrolment period and clearly impact on the student's capacity to provide themselves or dependents with basic necessities such as food, accommodation, clothing, medical treatment and other basic necessities.

In other circumstances a payment plan should be considered.

Partial Fee Waivers

A partial waiver of all fees for enrolled units within an enrolment period is not permitted.

Time Limit

Fee waivers can only be granted for units commenced within the calendar year.

Approvals and Reporting

Approvals should be made by the appropriate accountable authority within each organisation and supporting documentary evidence must be retained by the provider for audit purposes.

All fee waivers granted by providers must be reported to the Department, failure to comply is a breach of the training providers delivery agreement or contract of service.

Evidence of Eligibility

Eligibility for a fee exemption or concession is assessed at enrolment and cannot be adjusted after enrolment. Eligibility evidence is retained on each participant's course file.

Where the evidence, provided by the participant, is a copy of the original, the copy must be an 'original copy' certified by a person who is on the list of approved witnesses who can verify documents. A list of approved witnesses is available at the Commonwealth Attorney General's Department website at:

www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx.

Notifications and Guarantee

McDonald's Australia RTO notifies clients as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new Third Party arrangements McDonald's Australia RTO puts in place, for the delivery of services to those specific clients; and
- A change in ownership of the RTO entity should that occur.

McDonald's Australia RTO guarantees that no additional charges will be imposed during the period covered by the Statement of Fees.

All participants are offered the option to pay fees across multiple instalments. Where an employer pays fees this is typically paid in one instalment.

Third Party Fee Arrangements

McDonald's Australia RTO Third Party representatives do not collect fees on behalf of McDonald's Australia RTO.

Fee Protection

McDonald's Australia RTO does not collect more than \$1,500 in prepaid fees (fees in advance) from participants at any time for any course service. As such, no further fee protection arrangements are required. The requirements that apply to prepaid fees include all fees that a participant is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

McDonald's Australia RTO is required to protect prepaid fees from individual participants and prospective participants. These requirements do not apply for employers - for example, where an employer engages McDonald's Australia RTO to provide training and/or assessment to its personnel.

Payment of Fees

Enrolment is not considered complete until statutory and RTO enrolment-based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

On enrolment, participants must take up one of the following payment options:

- Pay the full amount of fees and charges;
- Present a signed authority from an employer to invoice that employer for the participant's fees and charges;
- Pay the fee by instalment; or
- Make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level.

Participants who fail to take up one of the above options are not enrolled. Apprentices and trainees are treated the same as other participants and are legally liable to pay fees.

Payment Instalments

Participants are given a minimum of eight weeks from the commencement of the unit to finalise payment when paying by instalment.

Where approval has been given for a participant to pay by instalment, McDonald's Australia RTO is responsible for the collection of

outstanding fees and charges. Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

Participants who have fallen behind in their payments are not enrolled in additional units unless appropriate arrangements, agreed to by both the participant and present a signed authority from an employer to invoice that employer for the participant's fees and charges, have been put in place to pay the amount outstanding.

Recovery of Outstanding Participant Fees

McDonald's Australia RTO collects all fees to be paid by the participant by the time they complete their subsidised training. McDonald's Australia RTO retains participant fees that it collects.

McDonald's Australia RTO has a robust process for the recovery of outstanding fees from a participant, involving:

- Multiple fee statement reminders progressively via email and phone contact;
- Suspension of enrolment due to non-payment of fees; and
- Lodgement of fees for collection in cases of extended non-payment.

The failure by a participant to pay a fee owing is considered to be a breach of discipline and can lead to penalties being imposed on the participant under Discipline arrangements.

One of the penalties that may be considered is the delay in release of results or testamur(s) as relevant to the participant until all fees are recovered, depending on the contractual requirements in each jurisdiction. For significant participant debts, formal debt collection actions may also be undertaken.

Refunds

From time to time a refund may be required for specific participant cases. Refund information and arrangements are made available to clients prior to enrolment through:

- McDonald's Australia RTO's Participant Information Booklet;
- McDonald's Australia RTO website; and
- As a part of the Statement of Fees completed prior to enrolment.

McDonald's Australia RTO has publicly published on its website and makes participants aware of this Refund policy before enrolment.

Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision and are often mandatory fees in the cases of publicly funded course services. In these cases, enrolment fees are non-refundable once the course service has commenced.

McDonald's Australia RTO's general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions, are as follows:

Refund Arrangements – ACT, NT, SA, TAS, VIC	
McDonald's Australia RTO is unable to commence the course for which the original enrolment and payment has been made.	<ul style="list-style-type: none"> • Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.
Participant withdrawal after enrolment.	<ul style="list-style-type: none"> • Enrolment fees are non-refundable.

Refund Arrangements – QLD, NSW, WA	
McDonald's Australia RTO is unable to commence the course for which the original enrolment and payment has been made.	<ul style="list-style-type: none"> • Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.
Participant withdrawal before course commencement and/or the 'withdrawal with no penalty cut-off date.' <i>The 'withdrawal with no penalty cut-off date' for each unit is before 20% of the scheduled unit of competency hours for each unit has been delivered.</i> <i>Participants are advised that written advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.</i>	<ul style="list-style-type: none"> • Full refund of course tuition fees paid. • A full refund of any resource fee if the course is a Diploma or Advanced Diploma course or 50% of any resource fee if the course is below Diploma level.
Recognition of Prior Learning and/or Credit Transfer has been granted after fees levied.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
McDonald's Australia RTO is unable to continue to deliver the	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course,

course as agreed.

as per the clients' preference.

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the participant and government contributions.

Refunds Due to Non-Provision of Services

All fees levied are refunded in full if McDonald's Australia RTO is unable to commence the course service as agreed due to a lack of minimum participant numbers, a course or unit is cancelled or re-scheduled to a time unsuitable to the participant, a participant is not given a place due to maximum number of places being reached, where a participant withdraws from training not of their own accord, or any unforeseen circumstances.

A full refund of relevant unit tuition fees will be paid at any time during delivery if a class is cancelled because of declining participant numbers, no available training personnel, McDonald's Australia RTO is no longer approved to deliver government supported courses in the relevant jurisdiction, where McDonald's Australia RTO closes or due to other circumstances caused by McDonald's Australia RTO.

Where there is an instance of McDonald's Australia RTO default due to unforeseen circumstances, McDonald's Australia RTO will endeavour to arrange for another course, or part of a course, to be provided to participants at no (extra) cost to the participant as an alternative to a refund. Where the participant agrees to this arrangement, McDonald's Australia RTO will not refund fees paid.

Refunds Due to Request / Hardship Application

Participants may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or participant believes a special circumstance refund is warranted, the client may apply for a refund by writing to the National Administration Manager via email at:

McDonald's Australia RTO
National RTO Administration Manager
mcdonaldsrtoenquiry@au.mcd.com
21-29 Central Avenue
Thornleigh NSW 2120

McDonald's Australia RTO generally approves a pro rata refund of fees and charges at any time during the course of delivery if participants withdraw for reasons of personal circumstances beyond their control, such as

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the participant from completing their course; or
- Other exceptional reasons at the discretion of McDonald's Australia RTO.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

This decision of assessing the extenuating circumstances rests with the National RTO Administration Manager and shall be assessed on a case by case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

McDonald's Australia RTO does not provide a refund in cases where a participant has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower participant fee.

All clients have the right to appeal a refund decision made by McDonald's Australia RTO. Please refer to the Complaints section for further information.

Third Party Refunds

If course services fees have been paid to McDonald's Australia RTO by a Third Party, any refunds payable will be remitted to that Third Party.

Fee Records

All fees, relevant invoices and receipts for each participant course enrolment are recorded and maintained in the VETtrak student management system. This system acts as the official accounts receivables system for McDonald's Australia RTO and is maintained as the official and auditable records for all fees, charges and refunds.

Enrolment and Induction

McDonald's Australia RTO course services meet strict participant services standards, to maintain an exceptional standard of participant service, and meet compliance with the conditions and standards of the VET Quality Framework, *Standards for RTOs 2015* and various other guidelines and contractual requirements.

Enrolment

McDonald's Australia RTO assesses all potential participant enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the requested training product.

Where the enrolment of the participant would require unreasonable adjustments to the course program, the participant's admission for enrolment will not be processed. Decisions on the acceptance or otherwise of participant enrolment applications are free from bias and discrimination.

Confirmation of Enrolment

A participant's enrolment application into a course program is accepted and enrolment confirmed once:

- All pre-enrolment information has been provided and discussed;
- Participant identity has been confirmed;
- Participant individual needs assessment has been completed;
- Enrolment information collection has been completed and confirmed;
- Course entry requirements and admission requirements have been reviewed and confirmed;
- Any government subsidy or support eligibility process has been undertaken and concluded;
- Any final Pre-Enrolment Review processes are conducted; and
- A Statement of Fees has been completed and signed by all parties.

The date on which the Statement of Fees is completed and signed by all parties is confirmed as being the official date of enrolment.

Induction

McDonald's Australia RTO induction sessions with participants may be individual or in groups, and include:

- Further explanation of course content, competency standards, timelines and stakeholders;
- Preparation and signing of the Training Plan; and
- Provision of initial course resources, information or activities.

Training Services

Competency Based Training and Assessment (CBT&A) is a flexible form of training that aims to produce a workforce with the knowledge and skills which industry requires. Under CBT, we have competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process and embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Guarantee

McDonald's Australia RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- Trainers and Assessors to deliver the training and assessment;
- Provision of or referral to educational and support services to meet the needs of the participant cohort/s undertaking the training and assessment;
- Learning resources to enable participants to meet the requirements for each Unit of Competency, and which are accessible to the participant regardless of location or mode of delivery; and
- Facilities, whether physical or virtual, and equipment to accommodate and support the number of participants undertaking the training and assessment.

Employment Requirements

Where a participant loses their employment and access to a McDonald's Australia RTO restaurant environment for services delivery, the following arrangements apply:

- If the participant is on a National Training Contract (traineeship arrangements), the participant's enrolment will be withdrawn as the national training contract also ceases to operate.
- Training can continue for up to three (3) months at the participant's request.
- Participants are able to request an up to three-month deferment of their course program while alternate employment is sought in an alternate McDonald's Australia restaurant.
- Once participants find suitable employment in an alternate McDonald's Australia restaurant allowing study via a workplace supported pathway to continue, course delivery can resume. This may or may not include the establishment or re-establishment of National Training Contract (Australian Apprenticeships - Traineeship arrangement).
- If a participant is unable to obtain suitable employment after this three-month period, the participant's course enrolment will be automatically withdrawn. In this situation, relevant units of competency achieved will be provided via a Statement of Attainment and relevant refund arrangements implemented.
- At any stage after employment ceases the participant may withdraw from their course enrolment. In this situation, relevant units of competency achieved will be provided via a Statement of Attainment and relevant refund arrangements implemented.

Providing Participant Support

McDonald's Australia RTO embraces the responsibility of ensuring all participants are supported in acquiring the knowledge and skills sought through their training and assessment program. McDonald's Australia RTO determines the support needs of individual participants prior to enrolment and ensures access is provided to the educational and support services necessary for the individual participant to meet the requirements of the training product as specified in training packages or VET accredited courses.

Specifically, McDonald's offers our employees the following services:

- Personal Action Letters;
- Crew Essentials/Welcome to our Team and Policies and Procedures Folder;
- Crew Performance Reviews;
- Communication (RAP) sessions;
- Crew meetings;
- Crew Opinion Surveys;
- Open Door Policy;
- Human Resources Department – Human resources consultants;
- McDonald's Assistance Program (M.A.P.) – counselling service;
- Complaints and Appeals Procedures; and
- *Equal Employment for All* policy.

Please refer to the following documents for further information:

- *Crew Essentials/Welcome to our Team Handbook*; and
- *Restaurant Policies and Procedures Manual*.

If the participant's needs exceed our capacity, we will refer them onto an appropriate external agency. All McDonald's Australia RTO personnel are aware of available internal or external resources or are able to confidently refer participants to appropriate tutoring and community support services.

Workplace Supervisor Support

As workplace-based course programs, the participant's Workplace Supervisor acts as a key informal training and learning support.

Working directly with Workplace Supervisors allows McDonald's Australia RTO to ensure that each participant is achieving the real world, workplace-based skills and knowledge required to achieve competency during the course.

The Workplace Supervisor for each participant is a direct line manager of the participant, works directly with the participant on a regular basis and holds industry expertise to at least the level of the course being delivered.

The role of the participant's Workplace Supervisor typically includes:

- Providing opportunities for the participant to develop knowledge and skills;
- Participating in the development of the training plan;
- Providing access to facilities and expertise to assist in the informal learning and training of the participant in course requirements (this may include on-the-job informal training, supervision or supporting withdrawal release time for off-the-job training);
- Ensuring that a record of on-the-job informal training is maintained within the participant's *Training Record Book*; and
- Participating in some assessment approaches, under the direction of the McDonald's Australia RTO Assessor, such as the completion of Workplace Supervisor Reports on the participant's performance.

Training Plan and progress records are updated and confirmed at least once in each calendar quarter for the duration of the course.

Apprenticeships & Traineeships

Apprenticeships and traineeships offer many benefits to employers and employees. Employers can develop an employee who is trained to understand the specific requirements of their workplace and has the skills that match business objectives. Employees have the chance to gain valuable work experience, develop skills and acquire a nationally recognised qualification.

Employee & Employer Agreement

Both parties understand that there is a formal agreement to train the Australian Apprentice known as the National Training Contract that sets out the legal obligations binding on the employer and the employee.

Both parties enter into the employment and training arrangement with a commitment to mutual respect, honesty and fairness. Both parties agree to determine the qualification and the competencies that the employee is working to attain.

Both parties have a clear understanding of their contractual obligations including the duration of the training contract. Both parties are clear about available dispute resolution avenues and understand what is required to terminate the contract.

The employer will:

Meet legal obligations. This involves:

- Conforming with relevant Commonwealth and State/Territory legislation, including that relating to apprenticeship/traineeship arrangements.

Provide a safe working environment. This involves:

- Providing a safe workplace, free from workplace, verbal, physical, racial and sexual abuse;
- Ensuring that all Workplace health and safety requirements are addressed; and
- Provision of an appropriate introduction to the workplace, stressing Workplace health and safety requirements essential to workplace safety.

Support structured training. This involves:

- Providing opportunities to develop knowledge and skills;
- Lodging training contract documentation with the relevant authorities;
- Participating in the development of the training plan and providing facilities and expertise to assist in the training of the trainee/apprentice in the agreed qualification (this may include on-the-job training, supervision from competent people, mentoring, or time off for off-the-job training);
- Ensuring that a record of training is maintained; and
- Ensuring that the relevant authorities are notified on the completion of the training contract or advising them in instances where the training contract is in danger of not being completed.

Provide supervision and support. This involves:

- Providing the trainee/apprentice with a nominated workplace supervisor and could involve a coaching or mentoring arrangement, especially for trainees/apprentices with little experience of work; and
- Being mindful that trainees/apprentices under the age of 18 are minors, and that their parents or guardians have legal responsibility for them.

Advise Trainee/Apprentices of their rights and responsibilities. This involves:

- Ensuring that trainees/apprentices are encouraged to raise issues and problems both in the workplace and with McDonald's Australia RTO;
- Advising trainees/apprentices of entitlements, such as wages and conditions;
- Ensuring that the trainee/apprentice is aware that help and assistance is also available from the relevant State/Territory Training Authority; and
- Providing comprehensive induction processes for commencing trainees/apprentices to ensure that they are aware, from the time of commencement, of the proposed training program, workplace safety requirements and their rights and responsibilities.

The trainee/apprentice will:

Be aware of and make a commitment to fulfil work responsibilities. This involves:

- Attending and performing work in a professional and courteous manner in accordance with the employer's requirements;
- Taking care of workplace property and resources;
- Respecting the rights of other Australian Apprentices and employees in the workplace;
- Remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer; and
- Consent from a parent or guardian, if you are less than 18 years of age.

Be aware of and make a commitment to fulfil training responsibilities. This involves:

- Making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required;
- Participating in the development of the training plan;
- Attending training sessions or supervised workplace activities and taking advantage of learning opportunities; and
- Maintaining a record of training.

Assessment Services

McDonald's Australia RTO has implemented an assessment system that ensures that assessment (including recognition of prior learning):

- Complies with the assessment requirements of the relevant training package or VET accredited course; and
- Is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

McDonald's Australia RTO has developed and implemented a rigorous assessment system to ensure:

- Assessment judgements are consistently made on a sound basis; and
- Validation of assessment judgements is carried out.

The assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents that inform the way assessment is conducted within McDonald's Australia RTO.

For a participant to be assessed as competent, McDonald's Australia RTO ensures the participant demonstrates their:

- Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations;
- Understanding of what they are doing, and why, when performing tasks; and
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

All participants:

- Are assessed against all of the tasks identified in the elements of the unit or module;
- Demonstrate they are capable of performing these tasks to an acceptable level; and
- Must demonstrate they hold all of the required skills and knowledge, as specified in the unit or module assessment requirements.

Discipline

McDonald's Australia RTO is committed to the principle of ensuring that every participant has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals.

Participant Responsibilities

Each McDonald's Australia RTO participant is expected to:

- Treat other and McDonald's Australia RTO personnel with respect and fairness;
- Follow any reasonable direction from McDonald's Australia RTO personnel;
- Be punctual and regular in attendance;
- Refrain from using mobile phones in workshops;
- Refrain from swearing;
- Return McDonald's Australia RTO equipment / materials on time;
- Observe normal safety practices, such as wearing approved clothing and protective equipment;
- Refrain from smoking in McDonald's Australia RTO buildings and designated areas; and
- Submit assessment events by the due date or seek approval to extend the due date.

McDonald's Australia RTO participant must not at any time:

- Harass fellow participants or McDonald's Australia RTO personnel;
- Damage, steal, modify or misuse property (including electronic records);
- Be under the influence of alcohol or drugs;
- Engage in any other behaviour which could offend, embarrass or threaten others; or
- Engage in plagiarism, collusion or cheating in any assessment activity.

Cheating & Plagiarism

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious acts and may result in a participant's exclusion from a unit, module or a course overall. Where a participant has any doubts about including the work of other authors in their assessments, they should consult with their McDonald's Australia RTO Trainer and Assessor.

The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally;
- Handing in assessments markedly similar to or copied from another participant;
- Presenting the work of another individual or group as their own work; and
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Participants are required to submit a signed cover sheet with every assessment. This includes a declaration that all work submitted is their own work except where there is clear acknowledgement or reference to the work of others.

Complaints

During the course of a training program, participants may have some concerns or complaints with a particular aspect of the program. McDonald's provides complaints mechanisms that allow for the fair and equitable resolution of issues.

McDonald's Complaints procedures ensure that:

- Each complaint and its outcome is recorded in writing using the Customer Complaints Register.
- The participant will receive a response to the complaint within 14 days of their submission.

McDonald's has a number of different communication channels available to employees to raise concerns or pass on comments in relation

to any issue.

These include communication (RAP) sessions (for crew and/or managers), crew and manager meetings, performance reviews, our Open Door policy and the Personal Action Letter (PAL) program.

The McDonald's Australia RTO Customer Service Hotline is also available at:

Phone: 02 9875 7100

Email: mcf33dback@au.mcd.com

Please refer to the following documents for further information:

- *Crew Essentials/Welcome to our Team Handbook and*
- *Restaurant Policies and Procedures Manual.*

McDonald's Australia RTO complaints process is available to manage and respond to allegations involving the conduct of:

- McDonald's Australia RTO, its Trainers, Assessors or other personnel; or
- A McDonald's Australia RTO contracted Third Party providing services of McDonald's Australia RTO, including the Third Party representatives Trainers, Assessors or other personnel; or
- A participant of McDonald's Australia RTO.

Allowing participants to easily engage with the personnel of McDonald's Australia RTO about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

McDonald's Australia RTO will maintain a participant complainant's enrolment during any appeal process.

McDonald's Australia RTO's complaints process is publicly available on the McDonald's Australia RTO website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where McDonald's Australia RTO uses third parties to deliver services, complaints information is also made available to prospective clients of these Third Party representatives.

McDonald's Australia RTO's complaints process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by McDonald's Australia RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from participants;
- Non-academic matters from participants; and
- Non-academic matters from persons seeking to enrol with the McDonald's Australia RTO in a VET course or unit of study.

1. In the first instance a participant should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with McDonald's Australia RTO management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to McDonald's Australia RTO in writing. Complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint; and
 - Any other relevant information or attachments (if applicable).

There is no fee applicable to the submission of complaints.

3. The McDonald's Australia RTO Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The Chief Executive Officer will investigate the complaint or refer the matter to appropriate McDonald's Australia RTO personnel to investigate. In either case, the investigation will be resolved, and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a Third Party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the McDonald's Australia RTO Chief Executive Officer.
7. Escalated complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
 - Any other relevant information or attachments (if applicable).
8. The McDonald's Australia RTO Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
9. The Chief Executive Officer will investigate the complaint or refer the matter to an external dispute resolution process by a body appointed for this purpose by McDonald's Australia RTO. The *default* external body available is:

Resolution Institute
Student Mediation Scheme
1800 651 650
leadr@leadr.com.au

In either case, the investigation will be resolved, and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the McDonald's Australia RTO *Chief Executive Officer*. In this situation, the *Chief Executive Officer* will:
 - Acknowledge receipt of the escalated complaint in writing within five working days; and
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by McDonald's Australia RTO.
 - McDonald's Australia RTO will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved, and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented, and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the *Complaints Register*. This register is located within the JIRA system.

If at any stage McDonald's Australia RTO considers more than 60 calendar days are required to process and finalise the complaint, McDonald's Australia RTO:

- Informs the complainant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant on the progress of the matter.

If the internal or external complaint handling or appeal process results in a decision that supports the participant, McDonald's Australia RTO immediately implements any decision and/or corrective and preventative action required and advises the participant of the outcome.

At all times records of complaints and grievances are maintained confidentially. McDonald's Australia RTO retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

Complaints Key Contacts

If the participant is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
ASQA	1300 701 801 enquiries@asqa.gov.au
Skills Canberra	https://www.skills.act.gov.au/
NSW Department of Education & Training	www.training.nsw.gov.au
Department of Education NT	https://education.nt.gov.au/
Department of Employment, Small Business and Training	https://desbt.qld.gov.au/training
th Australia Skills Gateway	www.training.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Victoria Skills Gateway	www.skills.vic.gov.au
WA Department of Training and Workforce Development	www.dtwd.wa.gov.au

Improvement Actions

McDonald's Australia RTO confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, McDonald's Australia RTO endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. McDonald's Australia RTO maintains a Continuous Improvement Register on the JIRA system for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Appeals

McDonald's Australia RTO provides all participants with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to McDonald's Australia RTO's complaints processes.

McDonald's Australia RTO's appeals process facilitates requests for a review of decisions, including assessment decisions, made by McDonald's Australia RTO or a Third Party representative providing services on McDonald's Australia RTO's behalf.

McDonald's Australia RTO's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by McDonald's Australia RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

McDonald's Australia RTO's process ensures that the decision-maker is independent of the decision being reviewed (for example, an Assessor does not consider or decide an appeal against an assessment decision they made). If a participant

objects to actions taken or decisions made by McDonald's Australia RTO personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Participants also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

Appeals Process

McDonald's Australia RTO's appeals process is publicly available on the McDonald's Australia RTO's website.

Before making a formal appeal, participants are required to discuss the matter with the relevant McDonald's Australia RTO personnel in an effort to reach an agreement. McDonald's Australia RTO personnel will undertake to reassess the decision that has been made.

If a participant is still unhappy, they must lodge a formal appeal in writing to McDonald's Australia RTO National Administration Manager. There is no fee for lodging an appeal.

Upon receiving a formal appeal, McDonald's Australia RTO National Administration Manager will:

- Acknowledge receipt of the appeal in writing within five working days; and
- Appoint an independent member of personnel as a Third Party to try to resolve the issue. Any decision recommended by the Third Party is not binding to either party.

The independent member will review the information provided by all parties and either reject or uphold the appeal. The participant will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

If a participant, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the McDonald's Australia RTO CEO. The McDonald's Australia RTO CEO will:

- Acknowledge receipt of the further appeal in writing within five working days; and
- Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the participant. This second registered training organisation will:
- Uphold the appeal;
- Reject the appeal; or
- Recommend further evidence gathering by either party.

The participant will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

If a participant, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:

- Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship-based course; or
- Alternatively, to the Australian Skills & Quality Authority (ASQA) via the appropriate process:
<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

If at any stage McDonald's Australia RTO considers more than 60 calendar days are required to process and finalise the appeal, McDonald's Australia RTO:

- Informs the appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the appellant on the progress of the matter.

All stages of the appeals process are documented, and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the Appeals Register. This register is located in the JIRA platform.

Improvement Actions

McDonald's Australia RTO confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, McDonald's Australia RTO endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an Improvement Record. McDonald's Australia RTO maintains a Continuous Improvement Register in the JIRA system for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Evaluation

McDonald's Australia RTO systematically evaluates and uses the outcomes of the evaluations to continually improve its training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data, validation outcomes, employer, Trainer and Assessor feedback and complaints and appeals.

McDonald's Australia RTO is committed to ensuring quality delivery and assessment of all training. The formal evaluation process is a major strategy in the continual improvement of all service provision. The following process is exercised for all course services undertaken by McDonald's Australia RTO.

Qualifications Issuance

McDonald's Australia RTO issues AQF certification documentation only to a participant whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

McDonald's Australia RTO has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the participant has completed all requirements. While McDonald's Australia RTO delivers at multiple

locations and through Third Party arrangements, it has centralised issuance of certification to strengthen these controls. Certification is only issued to participants after they have fully demonstrated competence, with a Testamur Checklist completed on each participant file prior to documentation issuance.

Australian Qualifications Framework Requirements

McDonald's Australia RTO ensures:

- Participants receive the certification documentation to which they are entitled.
- AQF qualifications are correctly identified in certification documentation.
- AQF qualifications are protected against fraudulent issuance.
- A clear distinction can be made between AQF qualifications and non-AQF qualifications.
- Certification documentation is used consistently across the education and training sectors.
- Participants and others are confident that the qualifications they have been awarded by McDonald's Australia RTO are part of Australia's national qualifications framework.

Qualifications Pathways

McDonald's Australia RTO also accepts and provides credit to participants for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- An authenticated VET transcript issued by the Registrar.

McDonald's Australia RTO ensures it maximises the credit participants can gain for learning already undertaken, by:

- Enhancing participant progression into and between AQF qualifications;
- Recognising the multiple pathways participants take to gain AQF qualifications and that learning can be formal, non-formal or informal; and
- Supporting the development of pathways in qualifications design.

Credit Arrangements Register

McDonald's Australia RTO maintains a publicly available Credit Arrangements Register of all credit arrangements and agreements in place with other educational institutions. The Credit Arrangements Register is available on the McDonald's Australia RTO website.

Unique Student Identifier (USI)

McDonald's Australia RTO ensures that it meets the requirements of the Student Identifier scheme at all times, including:

- Verifying with the Registrar, a USI provided to it by an individual before using that USI for any purpose;
- Ensuring that McDonald's Australia RTO does not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014;
- Ensuring that where an exemption applies, it will inform the participant prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- Ensuring the security of USIs and all related documentation under its control, including information stored in its student management systems.

To avoid possible delays in issuing certification, McDonald's Australia RTO has processes in place to verify a participant's USI on enrolment or as soon as possible thereafter - well in advance of when certification is expected to be issued.

Issuance Timelines

McDonald's Australia RTO ensures AQF certification documentation is issued to a participant within thirty (30) calendar days of the participant being assessed as meeting the requirements of the training product if the training program in which the participant is enrolled is complete, and providing all agreed fees the participant owes to the RTO have been paid.

McDonald's Australia RTO issues AQF certification documentation directly to the participant, not to another party, such as an employer.

Reissue of Testamur Documentation

McDonald's Australia RTO ensures that current and past participants are able to access records of their achievements.

All McDonald's Australia RTO participants who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

Where a participant's achievements have not been recorded through the USI system, McDonald's Australia RTO has processes in place to ensure that this participant can access re-issues of their testamur documentation via a Qualification Reissue Form.

A fee of \$33.00 including GST per request applies to all re-issue of documentation requests. All documentation re-issues occur within thirty

(30) calendar days of receipt of the Request for Reissue Form with accompanying fee payment.

Ready to Begin

We welcome you to your RTO course program with McDonald's Australia and wish you the best of luck as you commence your studies.

You can contact the RTO team at any time through:

National RTO Team
McDonald's Australia Limited
21-29 Central Avenue
THORNLEIGH NSW 2120
Ph.: 02 9875 6666

