



NATIONAL INDIGENOUS TRAINING ACADEMY

RTO: 45993

STUDENT HANDBOOK Ayers Rock Resort

ACKNOWLEDGEMENT TO COUNTRY

Voyages' National Indigenous Training Academy (NITA) acknowledges the traditional custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them, their culture and to the Elders past, present and emerging.

**ULURU
AYERS ROCK
RESORT**

PALYA

Welcome to NITA at Ayers Rock Resort

Our NITA students are Indigenous people from all areas of Australia, who are interested and ready to enter a career in hospitality or tourism through a traineeship. When you accept NITA (RTO No. 45993) as your training provider, you will be learning with a specialist organisation which is passionate about supporting Indigenous young people to fulfil their career dreams.

NITA is dedicated to the development of 'can do' people through delivery of quality training and we are committed to providing all the support you need to develop and grow including supporting you to live away from home, which we know can be challenging at times.

At NITA, you will be learning skills that can be applied at work and utilised throughout your whole career. Our delivery approach is both practical and fun. Workshops and real workplace experiences are the core of our programs because we believe this interactive mode of learning is the best way to develop the knowledge and skills required to gain your nationally recognised qualification.

Thank you once again for considering NITA to deliver your training needs. We trust that this **Student Handbook** will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this **Student Handbook** with one of our team.

Our NITA team wish you every success!



THE NITA STUDENT EXPERIENCE JOURNEY

Our Quality Charter

NITA is committed to the provision of quality services in vocational education and training (VET), which enhances the skills and knowledge of every one of our students and thereby enhance their value to themselves and to their employers, such as Voyages. We do this in our own right as a Registered Training Organisation, RTO, no. 45993, accredited to deliver the nationally recognised SIT30622 Certificate III in Hospitality and SIT30125 Certificate III in Tourism qualifications.

NITA is fully responsible for all aspects of your training as part of your traineeship arrangement, Furthermore, upon successful completion of the course, NITA will also be responsible for issuing your certification documentation.

Our primary objectives are to:

- provide the very best training and assessment services within our scope of registration
- ensure continuous improvement of our training and assessment systems and customer service requirements based on your feedback, and
- fully comply with all relevant Commonwealth and Territory legislative and regulatory requirements for the operation of Registered Training Organisations (RTOs).



At all times we endeavor to meet the needs of our customers, which includes you as our enrolling student when you accept NITA as your training provider in your traineeship. Your feedback is very important to us and we encourage you to share your experiences with us.

At various times throughout your studies, you will be asked to complete a **Student Feedback Form**. We also take onboard feedback from other improvement opportunities such as any complaints and appeals from our students and other stakeholders.

We Welcome All

NITA believes in providing equal opportunities to all aspiring students and encourages young people who identify as coming from Aboriginal and Torres Strait Islander backgrounds to participate in our courses, regardless of their gender, sexual orientation, religion, age, disability, socio-economic status or any other characteristic.

Our Trainers and Assessors

We recognise the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to our students.

All trainers and assessors employed by NITA have demonstrated significant industry experience in addition to holding tertiary qualifications, allowing them to provide a professional and well-rounded learning environment for our students. Most of our trainers and assessors continue to work in the hospitality and/or tourism industry and they bring these real experiences into the classroom.

NITA training and assessment staff are also equipped with vocational education and training (VET) qualifications and professional skills which ensure their teaching methods are suitable for all adult students. We also ensure that they have expertise in working with Indigenous communities and support them to continue to learn and develop their teaching skills through their own professional development program.

Our Other Staff

Alongside our trainers and assessors, you will find many other NITA RTO staff, all here to help you. This ranges from the Ayers Rock Resort Training Manager, Residential Programs Manager and administrative staff based in NITA's on-site Adult Education Centre, as well as a youth worker, counsellors, residential supervisors and a dedicated Education Support and Training Coordinator.

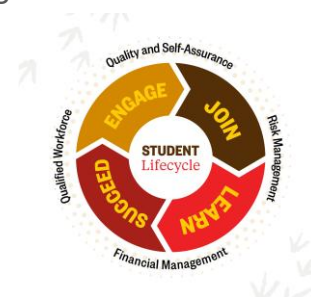
All these staff are committed to supporting you to complete your important traineeship program.



Our Student Experience Wheel

We want you to experience a positive learning journey and have worked to capture that journey in our **Student Experience Wheel**, which is made up of four segments:

- **Engage** (this phase outlines all your pre-application activities)
- **Join** (this phase outlines all your application and enrolling activities, including 'O' Week)
- **Learn** (this phase outlines all your training and assessments), and
- **Succeed** (this phase outlines your course completion activities).



Within any of these segments, you will always have the right to:

- information about the course, units of competency and assessment requirements
- quality teaching which respects you as an individual and meets your needs
- work and learn in a supportive environment without interference from others, including in the workplace
- express and share ideas and to ask questions
- feedback along the way, especially with your assessments and your progression
- support to address any barriers to your learning, including non-educational matters whilst you live at Yulara
- be treated with respect from others, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- be treated with politeness and courteously at all times
- work in a safe, clean, orderly and cooperative environment, and
- have any disputes settled in a fair and rational manner (this is accomplished by the **Complaints and Appeals Policy and Procedure**).

We at NITA commit to you that we will:

- provide you with sufficient information to allow you to make a decision on the right course for your needs
- provide a student focused service and treat you with respect and equally
- provide you with all the resources required including access to qualified and professional trainers and assessors and experienced support staff
- be aware of current industry trends and best leading practices which we interpret into our training programs
- take care of your health, wellbeing and safety
- provide you with ongoing feedback and listen to your feedback, and
- abide by all relevant legislation and regulation and commit to keeping you informed of any amendments (refer to Important Legislative and Regulatory Requirements section in this **Student Handbook**).

SIT30622 CERTIFICATE III IN HOSPITALITY SIT30125 CERTIFICATE III IN TOURISM

TRAINING PROGRAM

NITA's unique training, working and residential program supports you to participate in the local community, learn life skills and build a solid foundation for your future career. It includes accommodation for each trainee and a dedicated residential and training team on location at Ayers Rock Resort (ARR). You are provided with everything you need to start your journey including essential living, wellbeing and personal items, as well as your uniform and all Personal Protection Equipment (PPE) and at no cost.

Our Learning Environment

NITA has a well-established and formal educational facility at ARR, positioned within Voyages' hospitality and tourism venues enabling our trainees to move with ease between their workplace training environment and the classroom.

Our Adult Education Centre (AEC) houses:

- two fully equipped classrooms
- computers and wi-fi, which you may use in the classroom sessions and as part of your personal studies
- access to a professional level food and beverage equipment including a coffee
- NITA's simulated a la carte **Tjuta Restaurant**
- Specialised housekeeping and front office equipment and facilities
- Access to specialist Tourism resources and cultural training

Food and Beverage Attendants may be placed at one of the two **Kulata Academy Cafés**, operating at ARR and at Connellan airport, and/or the **Geckos Café** or within the Hotels at Ayers Rock Resort. Housekeeping and Front Office Trainees will be placed within the Hotels at Ayers Rock Resort.

Tourism Trainees will be placed in the Guest Activities and touring Team at ARR.



Your Course

When you receive this **Student Handbook**, you are in the process of considering whether a course we offer is the right course for you and whether NITA is the best training provider.

Our courses are offered as a traineeship, which means a formal **Training Contract** between you, NITA and your employer, which will be in most cases, Voyages. This Training Contract may only be amended or cancelled with the mutual permission of yourself and your employer.

These courses are full time with both classroom-based and workplace-based learning and assessment, usually over 12 months.

Be sure to access a copy of the NITA **Course Flyer** which provides all the details about our courses and how they are delivered and assessed.

As part of your orientation, your trainer and assessor will negotiate a **Training Plan** with you. This will outline the units you agree to enrol in and the expected duration of each together with the ways that you will learn and be assessed. This is an important document as it formalises your study plan at NITA. If there is a change in your course, you will be asked to sign an adjusted **Training Plan**.

Your employer, Voyages, will also be asked to sign which shows that they understand and commit to supporting you whilst you are in the workplace.



STUDENT SUPPORT

Pivotal to your support system are NITA's Residential Supervisors and Youth Worker and the Voyages' Wellbeing Team.

We know that living away from home for the first time can sometimes create many personal challenges. When you arrive at ARR, you may be asked to prepare an **Individual Trainee Wellbeing Plan** with Voyages' Wellbeing Team, with activities designed to support you to settle into ARR. Our team will monitor how you are feeling and settling in and support you in any we can.

Our Education Support and Training Coordinator is based in the Adult Learning Centre and is available at all times to help you with any study support, such as with your reading or writing skills. If you have any learning needs, an **Individual Support Plan** will be prepared with activities to help you to progress and not fall behind in your studies, such as one to one tuition assistance.

There is a range of free and confidential services available to all NITA students. Counsellors can assist with a variety of issues, including:

- short term personal counselling
- consultation and advocacy
- special consideration support, and
- where we do not have the expertise, referral to more specialised support.



Confidential telephone counselling support is also available from the **Employee Assistance Program** provided by AKG. Telephone support is available 24/7 and counsellors can be contacted on 1800 629 277.

Don't forget, you can always speak to somebody from the Wellbeing Team at Voyages on 0448 656 621.

All these additional support services are at no cost to you.

Other Personal Supports

In addition, NITA runs fun sessions to support you to develop as an independent young adult. This includes our **Living out of Home** series with sessions on budgeting, cleaning, cooking, hygiene and health and safety important matters such as substance abuse, diet and mental health and wellbeing. Be sure to sign up!

NITA's communications will ensure that you know what's going on at NITA, including any important changes to your training course or to legislation that may impact you as a student. We also share great stories about our students and staff.

Rental accommodation at Yulara (the residential community) is owned and operated by Voyages. Voyages provides each trainee with accommodation at ARR whilst employed in your traineeship.

All trainees live at 'flatettes' and receive one duty meal per day during rostered shifts and \$20 food voucher per working day (up to 5 days per week), dependent on your attendance at work and training. As part of your Orientation Week, you will also receive a copy of Voyages' **ARR Living and Working Guide**, with important information about your residential and meals arrangement.

As a resident of ARR, you have access to Voyages' recreation centre (including a gymnasium and sporting facilities), a community swimming pool and a Resident's Club (which includes counter meals and internet facilities).

Reasonable Adjustment

Assessors can apply reasonable adjustment to any of your assessment tasks. Reasonable adjustment is the process of adjusting or changing the assessment to meet the need of the individual student being assessed.

This can be:

- an extension of time to hand in or complete the task
- in place of completing your own written work, you may use a 'scribe' to record your answers. The scribe must be approved by the assessor prior to commencement of the assessment, and/or
- verbal assistance from your assessor to interpret the questions by provision of relevant examples and context.

You must discuss any reasonable adjustment needs with your assessor prior to commencing the assessments where you believe you will require assistance.

STUDENT RESPONSIBILITIES

It is very important to make the most of your training opportunity. To optimise your own learning and successful completion, it is expected that you undertake to do the following in accordance with NITA's **Student Responsibilities Policy and Procedure**:

- to supply accurate personal information, including your Unique Student Identifier (USI) to NITA, recognising that NITA is required to comply with the Privacy and Data Protection Act
- attend all training in a timely and committed way
- prepare well in advance of each training session and to submit work and assessments within allocated timeframes
- if you are unable to attend training, advise your trainer directly to reschedule
- if you are absent from work for an extended period, contact your trainer to discuss the need for a deferral of your training
- it is unacceptable to disrupt, interrupt or interfere with the rights of other students to a positive learning environment, including disruptions of training, workshops or any other learning-based activities
- it is unacceptable to bully, harass, intimidate or to display aggressive behaviour towards the trainer or other students, and
- it is unacceptable to attend any training while under the influence, or in possession, of alcohol, drugs or any prohibited substance.



Voyages' Code of Conduct and NITA Trainee Code of Conduct

For all NTA trainees, as part of your in-bounding to Ayers Rock Resort, you will receive a copy of the **Voyages' Employee Code of Conduct**. It is important that you take the time to read and ask questions about any part that you may be unclear as you will be required to sign a declaration that you have understood and agreed to adhere to this Code.

In addition, as a trainee, a **NITA Trainee Code of Conduct**. This ensures Trainees are aware of all Ayers Rock Resort specific conduct requirements and are easily able to meet expectations.

Uniforms

You will be provided with work tops but individuals need to supply their own bottoms and appropriate footwear in line with the presentation requirements of the place of work or training at the time.

On training and working days the standard dress code includes:

- a clean and ironed uniform
- neat and tied back hair
- minimal jewellery, and
- clean, safe and suitable footwear.



Attendance

Participation in orientation, training, working and professional development sessions is required to maintain participation in the NITA program. Any absences should be communicated and detailed to the NITA management team as soon as possible. In cases of illness, a valid medical certificate must be submitted.

Students who do not attend all course activities through absenteeism or lateness are expected to make up that work in their own time and at a time negotiated and agreed to by their trainer and assessor.

Plagiarism Declaration

When you are completing your written assessments, it is important that it is your own work. There are many reasons including:

- you may jeopardise your safety in your work place as well as your work mates and the guests' safety if you haven't learnt all the skills and knowledge to do that job
- having pride in your own work, and
- NITA's response to potential cheating (refer below)

If you are struggling, it is important to ask your trainer and assessor for help, rather than finding another way to complete the assessment, such as using artificial intelligence (AI) technology or purchasing or asking someone else to prepare your assessment.

All assessments ask that you sign a declaration that you completed the work and should this prove to be false, you may be asked to repeat the assessment or even leave the course.

Any students suspected of unethical behaviour will be managed through NITA's disciplinary procedures which may require the student to attend disciplinary meetings, submit their assessment again, or for repeated acts may be asked to withdraw from the course.

Advising of Any Changes to Plan

We understand that sometimes, your personal plans may change. This may require you to defer your studies, which are allowed for up to 6 months. To request a course deferment, you must submit a **Deferral and Withdrawal Form** for consideration by NITA's Training Manager. You will be asked to meet with the Training Manager to work out the best way forward, based on your circumstances.

If you are running late with completing an assessment, be sure to let your trainer and assessor know as soon as you think you may not be able to submit it on time. Your trainer and assessor can give you an extension but if the period is more than 2 weeks, you will be required to submit an **Assignment Extension Request Form** for consideration by NITA's Training Manager.



EMERGENCY SITUATIONS AT AYERS ROCK RESORT

As an employee of Voyages, you must ensure that at all times, you protect yourself and others from harmful situations. These may be at NITA premises, in your workplace or anywhere across the Resort. There are a range of Voyages Policies and Procedures which will be shared with you as part of your Orientation Week, such as Workplace Health and Safety. These have been designed to support everyone's safety and well-being.

OTHER IMPORTANT THINGS

Course Fees

Your traineeship program is fully subsidised by Voyages, through Commonwealth and Northern Territory funding. As such, you are not required to pay any fees and charges related to your studies.

It is important that you make a commitment to work hard and complete your course as the investment that Voyages had made in you is substantial – for example, a similar fee-for-service course would cost around \$6,000 in student fees.

Refunds

As no student fees apply to any of NITA's courses, so refunds do not apply.

Issuing Certification Documentation and Graduation

NITA is the issuing Registered Training Organisation and must follow strict requirements in its approval of students to be awarded a Certificate.



The SIT30622 Certificate III in Hospitality and SIT30125 Certificate III in Tourism are nationally accredited qualifications, with specific requirements which must be competently met by a student to receive an Australian Qualification Framework (AQF) Certificate, consisting of:

- you must ensure that you have satisfied all the assessment requirements, which are specified in the Training Package, and
- you have provided a USI.

If you do not satisfy all these conditions, NITA cannot issue your full qualification Certificate. If you have completed some units to a competent level as determined by your assessor and provided your USI, NITA will issue Statement/s of Attainment for each of these units. On successful completion of your course, you will be invited to participate in NITA's formal Graduation ceremony.

Recognised Prior Learning (RPL) and Credit Transfer (CT)

Where you have previously gained relevant skills and knowledge, you may be eligible for **Recognition of Prior Learning (RPL)** of your skills and experiences and/or **Credit Transfer (CT)** for any accredited unit previously completed which are in your NITA course.

If you believe that you have already obtained current skills and knowledge that would otherwise be covered in the qualification or unit of competence for which you to study, or where these skills and knowledge is identified by a trainer and assessor, you can apply for RPL at the time of enrolment or at least 14 working days prior to the unit/s commencement to allow for sufficient assessment of the evidence submitted. After applying for recognition, NITA will provide you with an **RPL Applicant Kit** for your completion, so that you may provide relevant evidence of your experiences. Your **RPL Applicant Kit** must be completed and submitted at least 14 working days prior to the commencement of the unit/s where you are seeking RPL.

For a **Credit Transfer (CT)** application of same or equivalent units of competency, the application must be accompanied by originals of your nationally recognised Certificates and/or Statement of Attainments, with detail indicating the units successfully completed including unit codes and titles and dates of completion. Originals of these documents must be sighted by a NITA representative, who will also verify the certification with the issuing training provider.



For units that are granted RPL and CT:

- the student is exempt from having to complete those units, and
- the units will contribute to the student's eligibility to obtain their full qualification.

Deferral and Withdrawal

NITA does not put in place any financial nor administrative barriers for any student wishing to defer or withdraw from their course. There is no fee charged for requests for deferment or withdrawal from their enrolled course. Given the unique fully subsidised arrangement for NITA trainees, no course related refunds will apply.

If you choose to withdraw or your enrolment is discontinued by NITA, a Statement of Attainment will be issued for all units of competency achieved for those that have been deemed as Competent by the assessor and subject to a USI provided.

Advising of any Issues or Concerns

NITA takes any issue seriously and has a **Complaints and Appeals Policy and Procedure** in place to ensure fair resolution.

A *complaint* is an expression of dissatisfaction or concern regarding a decision or action that relates to any aspect of NITA's services and activities, including:

- products and services
- policies, and/or
- conduct of NITA staff
- conduct of other students
- conduct of employers.

An *appeal* is where a student wishes to express dissatisfaction with a particular assessment result and/or another adverse decision, such as non-eligibility to enrol.

If you believe that you have been treated unfairly or disrespectfully, please contact NITA's Training Manager for a confidential discussion. If it cannot be resolved, then you will be advised to complete a **Complaints and Appeals Form** and NITA's **Complaints and Appeals Policy and Procedure** will be explained to you in detail. This means that your complaint or appeal will be investigated internally and if you are not satisfied with the outcome of this investigation, then you have the right to ask for an independent review, at no cost to you.

The following principles and processes are implemented by NITA to achieve a mutually acceptable outcome for the person who has lodged a complaint or appeal:

- in dealing with all complaints, the rights of all individuals involved will be respected and confidentiality will be maintained
- it is the intention of NITA that a process of discussion, cooperation and conciliation will resolve all complaints
- both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from NITA
- victimisation is unacceptable and will not be tolerated. No person making a complaint or appeal or assisting in the investigation of a complaint or appeal will be victimised
- harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by NITA management or staff, and
- staff, students and other stakeholders should not make any frivolous or malicious complaints.

You are also entitled to lodge a complaint with any external agency directly. A list of these agencies is available in NITA's **Complaints and Appeals Policy and Procedure**.

Zero Tolerance to Bullying and Harassment

Bullying and harassment of other students, staff or any other person, including resort guests, is not tolerated at NITA or by Voyages and immediate investigation will commence should any claims of bullying or harassment be brought to the attention of NITA or Voyages' management, in accordance with NITA's **Fair Treatment and Equal Opportunity Policy and Procedure**.

We Love Feedback

Throughout your studies with NITA, you will be receiving feedback on your performance and for all assessments that you complete, both in the classroom and in your workplace. If your assessor believes that you are not quite competent to the required standard, you will have a further two attempts to complete this task or series of activities. We will offer you support and feedback along the way so that you can fully develop your knowledge and skills to achieve competence.

We also want your feedback – there are 3 milestone times in your course that NITA will ask you to complete a **Feedback Questionnaire**. In addition, you can provide feedback at any time, by completing the (informal) **Feedback Form** which is available on the NITA website.

We encourage everyone at NITA to nominate those that they believe are doing a great job and have gone the extra mile. We have our own feedback and **Nomination Forms** available for:

- trainees (your co-students)
- a trainer and assessor
- a NITA Manager
- one of NITA's teams
- a Residential Supervisor.



Student Records Including How NITA Looks After Your Personal Information

NITA abides by the Privacy Act 1988 (Commonwealth) and keeps student information private.

We only collect information that relates to your training and takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

NITA is required to collect and store your personal information in order to administer your enrolment, monitor your training progress and provide data to Government bodies as part of our mandatory reporting requirements. We will only disclose information about students to others on an 'as needs' basis or where required by Law.

We will never sell your personal details to any other third parties.

NITA takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about students is correct and current. The accuracy of this information depends largely upon you providing us with details such as:

- current address
- telephone numbers, and
- email address.



As part of your application and enrolment process as well as your induction process as an enrolled student, you will receive Commonwealth government information and Privacy Notices which specify the types of information that is required to be collected from all students and how it is used and stored.

It is important to know that NITA must provide all student records to ASQA, the national VET Regulator, governments and related agencies and their delegates/representatives as required. As part of your **Application and Enrolment Form**, we ask that you acknowledge your understanding and acceptance of this requirement.

You may request access to your Student File at any time by completing the **Accessing Trainee Records Request Form** and submitting it to NITA's RTO Administrator. A staff member will inform you of the time and day which can normally be arranged within two (2) business days of the request.

Accessing your File:

- must be at an agreed time;
- cannot be taken off the premises; and
- must be in the presence of a NITA staff member at all times.

NITA has a **Privacy Policy and Procedure** available which provides details on all the ways that it addresses the Australian Privacy Principles as a Registered Training Organisation, which may be accessed on NITA's website.

NITA's Privacy Officer is the NITA RTO Operations Manager who is available by email: notices@nita.edu.au or phone: 02 8296 8056 between 8.30am – 4.30pm Monday to Friday. If you believe your personal information has been compromised, please lodge a complaint which will be investigated as a priority.

You can also contact Voyages' Privacy Officer at notices@voyages.com.au

