Participant Information Booklet

Version: May 2015
This manual contains procedures and policies that affect the job, compensation and performance of McDonald’s employees.

McDonald’s EMPLOYEES should consider the information in this manual as company policy.

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

Version: May 2015
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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.

Participant selection, enrolment and induction/orientation procedures

Pre-course enrolment information will be available to all participants prior to enrolment into a course delivered by McDonald’s Australia RTO. This information includes course entry requirements, course choices and/or streams and the career / training pathways and structures in place for the program.

Employees wishing to participate in a structured training program at McDonald’s Australia RTO must complete an Enrolment Form through metime.

Enrolments are assessed for Recognition of Prior Learning (RPL) and Credit Transfer (CT) eligibility.

This ‘Participant Information Booklet’ is available on the McDonald’s Australia ‘metime’ website.

The ‘Participant Information Booklet’ provides each participant with clear information on:

- Client selection, enrolment and induction;
- Course information, including content and vocational outcomes;
- Fees, charges and refund policies;
- Provision for language, literacy and numeracy (LLN) assistance;
- Client support & Services;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals and complaints procedures;
- Disciplinary procedures;
- Staff responsibilities for access and equity;
- Recognition of prior learning (RPL); and
- McDonald’s obligation to recognise AQF qualifications and statement of attainments issued by other Registered Training Organisations (RTOs);
- Traineeship requirements.

On registration 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 will be discussed in open consultation with the participant, and where appropriate, reasonable adjustments will be made in order to facilitate the participant’s enrolment.

Where the enrolment of the participant would require unreasonable adjustments to the course program, the participant’s enrolment will not be processed. This procedure is conducted free from bias and discrimination.

The purpose of McDonald’s Australia RTO’s enrolment information is to deliver a quality client service and ensure that all information and client needs are determined before the commencement of the program.

During the enrolment session, the following materials are provided and discussed:

- Training and Assessment Plan except for full RPL participants;
- Recognition, Training & Assessment Materials (if applicable);
- Assessment Evidence Portfolio;
- LLN assessment; and
- Enrolment Form; and
- If required, training contract completion with relevant Australian Apprenticeship Centre

The McDonald’s Australia RTO Team member conducting the enrolment session ensures all paperwork is completed, including any client or special needs and negotiated training and assessment plan. Any special needs are documented for further action.

All McDonald’s Australia RTO programs expect that participant’s will attend all course events in their Corporate (management) uniform or crew uniform.
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.

Fees, Charges and Refund Policy
McDonald’s Australia undertakes to provide course services as outlined in the Statement of Fees.

Fees and Charges
Prior to enrolment, McDonald’s Australia notifies employers of a range of fee information in a Statement of Fees. This fee information includes:

- All fees payable to McDonald’s Australia, 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.

This information forms part of the Statement of Fees. Information provided to employers is consistent with McDonald’s Australia course services arrangements.

Where a participant is being enrolled under any loan or delayed payment arrangement (including VET FEE-HELP), 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.

Fee Arrangements
McDonald’s Australia fees are designed to minimise the impact of fees and charges, through flexible payment plans, dependent on service type. McDonald’s Australia 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 Services Fees
All course services fees are published and available on the McDonald’s Australia 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.

Participant Support Services Fees
If any specific participant support options available attract an additional cost to the employer, McDonald’s Australia 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 is able to provide to particular employer cohorts, these limitations are also made clear in information provided to potential participants.
Clear and accurate information on these items is included in the McDonald’s Australia’s Participant Information Booklet.

Incidental Expenses
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, 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.
- 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.

For each qualification, McDonald’s Australia 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 provides the participant or employer (where relevant) with receipts for any monies collected by McDonald’s Australia for incidental expenses. McDonald’s Australia retains copies of receipts issued.

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 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.

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 does not levy additional fees for these attempts.

Withdrawal without penalty
McDonald’s Australia advises prospective participants, prior to any fees being paid, of the ‘withdrawal with no penalty’ cut-off date. That is, the date by which the participant can withdraw and be refunded any fees paid on enrolment. This date is generally before 20% of the scheduled unit of competency hours have been delivered.

Government Loan, Funding, Subsidy and Support Entitlements
In cases where participants are accessing 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 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 / employer); 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.

Third Party Fee Arrangements
McDonald’s Australia third party representatives do not collect fees on behalf of McDonald’s Australia.

Notifications and Guarantee
McDonald’s Australia 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 puts in place, for the delivery of services to those specific employers; and
A change in ownership of an RTO entity should that occur.
McDonald’s Australia guarantees that no additional charges will be imposed during the period covered by the Statement of Fees.
Recovery of Outstanding Participant Fees
McDonald’s Australia collects all fees to be paid by the participant by the time they complete their subsidised training. McDonald’s Australia retains participant fees that it collects.
McDonald’s Australia has a robust process for the recovery of outstanding fees from a participant. 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. For significant participant debts, formal debt collection actions may also be undertaken.

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

Government Subsidised / Supported Fee Arrangements
The following government contractual / jurisdictional arrangements apply to McDonald’s Australia fees and charges.

Australian Capital Territory

**Australian Apprenticeships**
McDonald’s Australia RTO is required to charge participants a fee for administration costs upon enrolment of the participant into an Australian Apprenticeship as follows:
- Traineeship - $350 per qualification
- Apprenticeship - $350 for the first 12 month period and up to $600 to be charged for each subsequent 12 month period.

McDonald’s Australia publishes on its website all other associated fees which may include, but are not limited to:
- The supply goods the participant needs to purchase for use at work (e.g. tools, work clothing, Personal Protective Equipment (PPE)). However, McDonald’s Australia does not insist that these goods are purchased from it.
- McDonald’s Australia may negotiate an additional contribution from employers prior to the commencement of training.

**Skilled Capital**
Participants are required to contribute to the cost of their training.
McDonald’s Australia determines the fee per training mode; however it must be equal or higher than the published mandatory minimum tuition fee for each Skilled Capital qualification. The mandatory minimum fees range between $100 - $500.
McDonald’s Australia does not charge an additional fee for the delivery of foundation skills units of competency or apply any additional costs associated with training.
McDonald’s Australia publishes the participant fee amount payable for each Skilled Capital qualification, per training mode, on the ACT Qualifications Register.

Queensland

**QLD Government Subsidised Programs - Co-contribution Fees**
Co-contribution is a key principle of the Queensland Government’s VET investment framework, in recognition that the benefits of training are shared between individuals, industry and the broader community.
McDonald’s Australia generally determines the level of fees that will apply based on its offering and negotiation with individuals and/or employers/industry, referred to as the co-contribution fee.
McDonald’s Australia may have different offerings for the same qualification.
The co-contribution fee charged for a qualification or offering must represent the total cost to the student and include any enrolment charges (e.g. identification card), tuition fees, services fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the qualification.
McDonald’s Australia 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.
Where McDonald’s Australia must collect a co-contribution fee, it may be paid on behalf of the student by their employer or another third party, but cannot be paid or waived by McDonald’s Australia.
McDonald’s Australia must charge and collect the fee at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee published. The unit of competency fee must be either the total fee divided by the units of competency payable for the qualification or be assigned proportionally based on the relative length of the competencies.
McDonald’s Australia must not refund, waive, return payment, or fail to collect the co-contribution fee except as provided for in the relevant program policy.

**User Choice Program**
Student Contribution Fees under the User Choice program are set at a $ per nominal hour for each Unit of Competency/Module delivered. Student Contribution Fees are adjusted annually.
McDonald’s Australia must not charge Participants more than the Student Contribution Fee amounts contained in this Policy except as required periodically by the Department.
Certificate 3 Guarantee
A co-contribution fee must be made by participants undertaking a certificate III level qualification and non-concessional students undertaking certificate I and/or II level qualifications.

The only exceptions to the fee condition are:
- Community Learning participants — this training is provided fee-free to students with any additional costs met through Community Learning 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 students with any additional costs met by the school;
- Foundation skills — this training can be provided fee-free to students; and
- Lower-level qualifications for concessional students — this training can be provided fee-free to participants.

Higher Level Skills
A ‘co-contribution fee’ must be made by participants undertaking a certificate IV level and above qualification or skill set.

New South Wales
Smart & Skilled Program
Fees
- McDonald’s Australia RTO partners only charge fees for subsidised participants in accordance with the NSW Fee Administration Policy, as per the relevant fee set by the NSW Government;
- McDonald’s Australia uses the NSW RTO Calculator to confirm an individual’s personal and program eligibility for a qualification;
- McDonald’s Australia charges the participant the relevant fee set by the NSW Government as validated by the RTO Calculator;
- McDonald’s Australia does not charge Smart & Skilled subsidised participants a fee other than what is calculated by the NSW Government through the RTO Calculator.

Fee Categories
The five participant fee categories are:
- Standard Student—First Qualification;
- Standard Student—Subsequent Qualification;
- Apprenticeship (for qualifications offered as part of an apprenticeship pathway);
- Concession; and
- Exemption.

Standard Student Fees
- The Standard Student fee applies to participants who are not doing an apprenticeship or who do not qualify for a concession or an exemption.
- The Standard Student—First Qualification fee applies to participants who do not already hold a post-school qualification from any tertiary sector.
- Qualifications include vocational and higher education qualifications achieved in Australia or overseas at any time previously.
- Qualifications not deemed to be post-school qualifications are:
  - Qualifications achieved while at school as part of an individual’s secondary education prior to turning 17;
  - Certificate I qualifications;
  - Smart and Skilled Entitlement Foundation Skills qualifications;
  - Certificate IV NSW Tertiary Preparation Certificate; and
  - Any other foundation skills qualification that is aimed at developing foundation skills as identified in the “National Foundation Skills Strategy” (up to and including Certificate III), including:
    - English language, literacy and numeracy (such as listening, speaking, reading, writing, digital literacy and use of mathematical ideas); and
    - Employability skills (such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces and contemporary life).
- The First Qualification fee also applies to fees for 15 – 17 year olds regardless of any previous qualification.

Traineeship Fees
Traineeship fees are the same as for the Standard Student—First Qualification fee. This means that the fee for a NSW new-entrant trainee is always at the First Qualification rate, regardless of the number or level of previous post school qualifications they hold.

Standard Student—Subsequent Qualification Fee
The Standard Student—Subsequent Qualification Fee applies to participants who already hold a previous post-school qualification from any tertiary sector. This category includes vocational and higher education qualifications achieved in Australia or overseas at any time previously.
Where a participant completes a Smart and Skilled qualification and enrolls in another Smart and Skilled qualification (except an apprenticeship or traineeship), the participant will be charged the Standard Student—Subsequent Qualification fee for the subsequent qualification.

Apprenticeship Fees
The fee for a qualification undertaken as part of an apprenticeship (i.e., the Smart and Skilled Entitlement Apprenticeships and Traineeships Program) is capped, so there will instances where the apprenticeship fee is lower than the fee for the same qualification undertaken by a participant who is not an apprentice.
There is only one fee category for apprentices. An apprentice is eligible for the apprenticeship fee regardless of the number or level of previous post-school qualifications they hold.

**Adjusted Fees**
The fee for a participant is adjusted if that participant receives Recognition of Prior Learning or Credit Transfer for any Unit(s) of Competency for the course.
The Fee to be charged to the participant is calculated as follows:

\[ \text{Fee} = \text{Adjusted Price} \times \text{Fee Percentage} \]

Where:

- **Fee Percentage** means the relevant Fee amount expressed as a percentage of the Price.
- **Calculating Fees for a participant**

Where RPL and/or CT is granted after enrolment, McDonald’s Australia takes all necessary steps to advise affected participants of adjusted fee and to adjust the fee levied, including adjustments to subsequent fee payment schedules.

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**South Australia**

**Skills for All Program**

**Fee Free Courses**

Many Skills for All courses are fee free. No participant course fees can be charged for Courses designated as Fee Free on the Skills for All Funded Training List. These Courses comprise:

- Nationally recognised Certificate I and II level Courses; and
- Priority Courses, including Foundation Skills Courses.

**Course Fees**

McDonald’s Australia may charge Student Course Fees for Certificate III, IV, Diploma and Advanced Diploma Courses, except for those Courses that are Fee Free (see above).

The course fee must only cover charges to the eligible participant for the delivery of all essential components of the course, including items that are consumed as part of the teaching and assessment.

Course fees are levied in line with the Skills for All Funded Training List.

**Incidental Expenses**

In some courses, there may be Incidental Charges for optional items like textbooks, uniforms, and tools of the trade and anything which becomes the property of the participant.

Incidental Charges can only be made if the participant is made aware of the expenses before enrolling in the course.

Incidental Charges can only cover:

- Optional items that are not essential to complete the course;
- Alternative access to an essential item;
- Items that become the property of the participant where there are other suppliers; and
- Food, transport and accommodation costs associated with field trips that form part of the course.

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**Western Australia**

McDonald’s Australia RTO partners must charge participants fees where applicable. Minimising the collection of statutory fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited.

An hourly rate based on nominal hours will apply to each unit commenced, in line with the WA DTWD Fees and Charges Policy.

**Resource Fees**

Any equipment that will be retained by the participant as his or her own personal property must be purchased separately by the participant.

Participants are not charged for leasing, purchase or depreciation of equipment or general infrastructure. Any field trips are charged to participants as they arise.

Any increases to the resource fee must not exceed a Perth consumer price index (CPI) increase of 2.4%.

Resource fees are published prior to the commencement of each year.

**Other Fees**

Other fees may be charged for:

- Goods or services that are not essential to the course; or
- Alternate forms of access to goods or services that are otherwise made available for additional cost.

Other fees are published by McDonald’s Australia prior to commencement of enrolment.

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**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 across jurisdictions.

Fee concession and exemption arrangements do vary depending on the jurisdiction and government support program available. Please refer to the following table for fee concession and exemption information relevant.

**Australian Capital Territory**

**Australian Apprenticeships**

McDonald’s Australia offers a fee exemption or concession to eligible participants in certain circumstances. Participants undertaking training may be eligible for exemption from payment of fees if they fall into the eligible categories:

- The participant holds a current Health Care Card or Pension Card, or can prove genuine hardship.
In these concession cases, McDonald’s Australia does not charge the participant and can apply to ACT DET for reimbursement of the full amount of the fee by completing the Application for Fee Waiver Reimbursement form.

- If the participant is an ASBA they are exempt from fees.
- The fee is also be charged where a participant:
  - Leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same RTO, or
  - Is required to go to a different RTO as a result of a change of RTO process.

**Skilled Capital Program**

McDonald’s Australia offers a fee concession to eligible participants. A participant is eligible for a fee concession if, at the commencement of training, they hold a current and valid:

- Australian Government Health Care Card; or
- Australian Government Low Income Health Care Card; or
- Australian Government Pensioner Concession Card; or
- Veteran’s Gold Card.

If a participant is eligible for a concession, McDonald’s Australia is reimbursed a balance of the participant fee up to the published maximum concession available. McDonald’s Australia may choose to waive the remaining student fee for participants that are eligible for a fee concession.

McDonald’s Australia is reimbursed the lower of:

- 50% of McDonald’s Australia’s published participant fee; or
- The published maximum concession available for each Skilled Capital qualification.

**Queensland**

**All QLD Subsidised Programs**

Fee exemptions are possible on grounds of extreme hardship or other special circumstances. Where payment of the contribution fee would cause the participant extreme financial hardship, then McDonald’s Australia may exempt the participant from these fees.

The exemption process should be in place at the time of the Participant’s enrolment. McDonald’s Australia’s process for a participant’s application under financial hardship occurs on a case by case basis with participant’s writing to the Chief Education Officer for consideration of their individual situation. Financial Hardship applications are able to be appealed under McDonald’s Australia’s Complaints process.

**SBAT’s Exemption**

Where the Participant is a School-based Apprentice or Trainee, McDonald’s Australia exempts the participant from contribution fees.

**Tasmania**

**Student Service Fee Exemption Categories**

The following fee concessions apply to all publicly funded vocational education and training provided in Tasmania. The concessions apply only to course service fees and not to other charges which a provider may impose, such as administration fees, materials levies or additional fees such as license costs, first aid certificates, course booklets, etc.

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

- 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); or
  - Drought Relief;
  - Foster Care Participants;
  - Dependents of people in receipt of any of the above benefits;
  - People who are inmates of a custodial institution; and
  - People experiencing extreme financial hardship.
New South Wales

Fee Exemption
For participants who are eligible for a Fee Exemption, the amount of the Fee is $0.

Participants who qualify for a fee exemption are:
- Australian Aboriginal and Torres Strait Islander people; and
- People with a disability (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).

Frequency of Exemption
- Australian Aboriginal and Torres Strait Islander participants will be exempt from fees for any Smart and Skilled enrolments for which they are eligible.
- Australian Aboriginal and Torres Strait Islander participants must meet the Smart and Skilled personal and program eligibility criteria.
- At the time of enrolment, a participant with a disability or their dependant, where eligible for the program, is entitled to one exemption per calendar year and a concession for all subsequent enrolments up to Certificate IV in a calendar year.
- A participant with a disability must declare their previous enrolments in a Smart and Skilled qualification in a calendar year. This includes enrolments in that calendar year that have not commenced, enrolments that commenced in a previous calendar year that are continuing in the calendar year and previous calendar year enrolments that are completed in the calendar year.

Concession Fees
A participant who receives a specified Commonwealth 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 benefit or allowance. To be eligible for the concession the person the participant is a dependant of must be receiving the benefit or allowance at the time of enrolment.

Specified Commonwealth Benefits and Allowances for Concession Fees
- Age Pension;
- Austudy;
- Carer Payment;
- Disability Support Pension;
- Exceptional Circumstances Relief Payment;
- Farm Household Allowance;
- Family Tax Benefit Part A (maximum rate);
- Parenting Payment (Single);
- Newstart Allowance (see below);
- Special Benefit;
- Sickness Allowance;
- Veterans’ Children Education Scheme;
- Veterans’ Affairs Pensions;
- Widow B Pension;
- Widow Allowance;
- Youth Allowance; and
- Wife Pension.

Note:
- A NSW New Entrant Trainee on a Newstart Allowance is not eligible for a concession fee.
- Where a participant is eligible for a concession and has been awarded RPL and/or CT, if the adjusted Standard Student fee (First or Subsequent) is lower than the concession fee, the participant will pay the relevant Standard Student fee.
- There are no concessions for participants enrolling in Diplomas and Advanced Diplomas.

South Australia

Concessions
McDonald’s Australia charges the concession fee to an individual who, prior to the commencement of training, holds a current and valid:
- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran’s Gold Card.

The concessions apply to a dependant spouse or dependant child of a card holder.

Victoria

Concessions
The concession fee is 20 per cent of McDonald’s Australia published standard tuition fee, being the fee that McDonald’s Australia charges a non-concession government subsidised participant in the same course at that time.

For enrolments in courses at the Certificate IV level and below, McDonald’s Australia charges the concession fee to an individual who, prior to the commencement of training, holds a current and valid:
- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
• Veteran’s Gold Card.
The concessions apply to a dependant spouse or dependant child of a card holder.

**Exemptions**
McDonald’s Australia does not charge a tuition fee for enrolment by an individual who is:
• From the Judy Lazarus Transition Centre;
• Required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005; or
• Referred with a standard Young People Transitioning from Care Referral Form.

**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 in receipt of AUSTUDY or ABSTUDY.
• Persons and dependants of persons in receipt of the Youth Allowance.
• Persons who are inmates of a custodial institution.
• Persons who have reached the age of 15 but who have not reached the end of their compulsory education period. In 2014, eligible students will have birth dates between 1 January 1997 and 31 December 1999.

Proof of eligibility for concession must be shown at the time of enrolment.

**VET in Schools**
Secondary school students undertaking VET courses, including apprenticeships and traineeships, as part of a publicly funded VET in Schools program are exempt from course and resource fees.

**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.

**Refunds**
McDonald’s Australia does not collect more than $1500 in prepaid fees (fees in advance) from participants at any time for any course service. From time to time however a refund may be required for specific participant cases. Refund information and arrangements are made available to employers prior to enrolment through:
• McDonald’s Australia’s Participant Information Booklet;
• McDonald’s Australia website; and
• As a part of the Statement of Fees completed with the employer prior to enrolment.

Refunds may be paid automatically, or sought and negotiated on an individual basis with McDonald’s Australia, on a case by case basis.
McDonald’s Australia 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.

**Co-enrolments**
McDonald’s Australia charges a fee for each government subsidised course that a participant enrols in, as relevant to the relevant government contractual requirements.

Refunds Prior to Course Services Commencement or Services Termination
McDonald’s Australia’s general refund arrangements for all employers and all course services are as follows:

<table>
<thead>
<tr>
<th>Refund Arrangements</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Withdrawal Census Date / Withdrawal without Penalty Cut off Date</strong></td>
<td>McDonald’s Australia’s withdrawal/census date is set at 20% of the duration of the unit, and is the last day which students can withdraw from a unit and be eligible for a full refund of their unit fee. The withdrawal/census date applies to each individual unit of study and not to the course as a whole.</td>
</tr>
<tr>
<td><strong>Full refund of course services fees paid.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Withdrawal after Withdrawal Census Date / Withdrawal with No Penalty Cut off Date</strong></td>
<td>Refund of pro rata course services fees paid based on the number of units commenced. Note: In all cases of a mandatory government enrolment fee in relevant jurisdictions, these fees are non-refundable once the course service has commenced.</td>
</tr>
</tbody>
</table>
Refunds Due to Non-Provision of Services
Course fees are to be refunded in full if McDonald’s Australia is unable to commence the course service as agreed due to a lack of minimum participant numbers or unforeseen circumstances.
Where McDonald’s Australia or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.
Where there is an instance of McDonald’s Australia default due to unforeseen circumstances, McDonald’s Australia will endeavour 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 will not refund fees paid.

<table>
<thead>
<tr>
<th>Refund Arrangements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognition of Prior Learning and/or Credit Transfer has been granted.</td>
<td>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.</td>
</tr>
<tr>
<td>McDonald’s Australia is unable to commence the course for which the original enrolment and payment has been made.</td>
<td>Full refund or alternative placement in a course, as per the employers’ preference.</td>
</tr>
<tr>
<td>McDonald’s Australia is unable to continue to deliver the course as agreed.</td>
<td>Partial refund or alternative placement in a course, as per the employers’ preference.</td>
</tr>
</tbody>
</table>

Refunds Due to Employer 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 evidence can be successfully provided to support the participant’s circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.
This decision of assessing the extenuating circumstances rests with the National Administration Manager and shall be assessed on a case by case situation.
Where delivery has commenced, course fees have been paid and an employer believes a special circumstance refund is warranted, the employer may apply for a refund using the Refund Application Form. This form is available from any relevant McDonald’s Australia personnel and is also available within the Participant Information Booklet.
Once completed, the Refund Application Form should be submitted 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 2012

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The employer 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 does not typically 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 employers have the right to appeal a refund decision made by McDonald’s Australia. Please refer to the Complaints section for further information.

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

Fee Records
All course services 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 and is maintained as the official and auditable records for all fees, charges and refunds.
Reading, writing and numeracy assistance and flexible learning and assessment procedures

McDonald’s is conscious of the requirement to cater for the learning needs of a diverse range of participants and does this by ensuring that flexibility is built into all training and assessment materials. McDonald’s uses Competency Based Training and Assessment. Competency based training focuses on confirming the skills acquired by the participants during the training program.

We recognise that not all participants are able to demonstrate skill competency in traditional ways. Therefore, we will reasonably adjust our training and assessment methods to meet the needs of a diverse range of participants. A common example of reasonable adjustment is the delivery of the learning material and the conducting of the assessment in a verbal form rather than a written form.

We cannot allow the ability to read a document or complete a written assessment to become a barrier in determining competency. An Initial Language, Literacy and Numeracy (LLN) assessment is undertaken during the pre-enrolment process to ensure that the participant has a reasonable chance of success in their training. It is necessary to identify the level of language, literacy and numeracy skills that the participant possess when the training plan is being developed. This process identifies those participants who may require additional training and assistance.

Professional assistance is sought or recommended, where applicable, for any participants identified as having difficulties within the areas of LLN.

Participant support

McDonald’s Australia RTO embraces the responsibility of ensuring that all clients are supported in acquiring the knowledge and skills sought through their training and assessment program. All McDonald’s Australia RTO Team members are aware of available company or external resources, or be able to confidently refer clients to appropriate tutoring and community support services.

All clients have access to a range of further student support services on consultation, including the use of IT equipment and the provision of career planning. McDonald’s assists all participants in their efforts to complete our training programs.

In the event that we become aware of a participant who requires some sort of assistance, whether it be related to their personal or professional welfare or they require some career guidance, then it is our responsibility to source the most appropriate point of reference for them.

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

- Personal Action Letters;
- Employee Handbook and Policies & Procedures;
- Crew Performance Reviews;
- Communication (RAP) sessions;
- Crew meetings;
- Crew Opinion Surveys;
- Open Door Policy;
- Human Resources Department – Human Resources consultants;
- McDonald’s counselling service;
- Complaints and Appeals Procedures; and
- Equal Employment for All policy.

Please refer to the following documents for further information:

- Welcome to our Team Handbook and

If the participants needs exceed our capacity, we will refer them onto an appropriate external agency.

Drug and Alcohol Policy

Alcohol/Illegal Substances The sale, use, possession of alcohol/illegal substances on McDonald’s property is strictly prohibited. Substance abuse can have many negative effects on individual safety and workplace performance, as well as affecting the morale and safety of other employees. Employees who suffer from substance abuse are more at risk to causing injury to themselves or others in the workplace. Substance abuse can also have a detrimental impact on your physical and mental health and often affects personal relationships.

Should you suffer, or know someone who suffers from substance abuse (drug or alcohol related), McDonald’s would advise you to consult a parent/guardian or contact your local GP. In addition, your Restaurant Manager may also be able to provide information regarding counselling options available through the McDonald’s counselling service.
Child Safe Policy
All participants under eighteen (18) years of age who are supported by McDonald’s Australia have a right to feel and be safe. McDonald’s Australia is committed to the safety and well being of young people accessing our services. McDonald’s Australia undertakes to comply with relevant child safety legislation across jurisdictions of operations and commits to establishing and maintaining child safe environments following the Keep Them Safe: A Shared Approach to Child Wellbeing framework.

McDonald’s Australia:
- Ensures all personnel have participated in an initial child protection induction and an update during the past year;
- Ensure all personnel are aware of the indicators of abuse and neglect of children and young people;
- Ensure all personnel are aware of their obligation to advise the McDonald’s Australia RTO CEO of concerns about the safety, welfare and wellbeing of children and young people that arise during the course of their work; and
- Ensure that all personnel are aware of their mandatory obligation to report suspected risk of significant harm and of the procedures for doing so.

All McDonald’s Australia RTO personnel undergo child safe training as a component of their induction.

Complaints Policy
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 are 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 Customer Service Hotline is also available at:
Phone: 02 9875 7100
Email: mcs33dback@au.mcd.com

Please refer to the following documents for further information:
- Welcome to our Team Handbook and

McDonald’s Australia complaints process is available to manage and respond to allegations involving the conduct of:
- McDonald’s Australia, its trainers, assessors or other personnel; or
- A McDonald’s Australia contracted third party providing services of McDonald’s Australia, including the third party representatives trainers, assessors or other personnel; or
- A participant of McDonald’s Australia.

Allowing participants to easily engage with the personnel of McDonald’s Australia about any concerns they have can stop minor issues becoming larger. McDonald’s Australia’s complaints process is publicly available on the McDonald’s Australia website, and is provided to all prospective employers via the Participant Information Guide prior to enrolment. Where McDonald’s Australia uses third parties to deliver services, complaints information is also made available to prospective employers of these third party representatives.

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

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

National Training and HR Design Manager
McDonald’s Australia Ltd
21-29 Central Avenue
THORNLEIGH NSW2120

ASQA
enquiries@asqa.gov.au
Ph: 1300 701 801
www.asqa.gov.au

DEEWR Government National Training Complaints Hotline
Ph: 1800 000 674

Document name: Participant Information Booklet
Author: Marek Kopasz – National RTO Admin Manager
Authorised: Sarah Kevin – Regional Training & Development Manager
Version: May 2015
Replaces: Nov 2014
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**

ASQA  
ACT Department of Education & Communities  
NSW Department of Education & Training  
NT Department of Education and Training  
QLD Department of Education, Training & Employment  
SA Department of Further Education, Employment, Science and Technology  
Skills Tasmania  
Victoria Department of Education & Training  
WA Department of Training and Workforce Development

**Details**

1300 701 801  
enquiries@asqa.gov.au  
www.det.act.gov.au  
www.training.nsw.gov.au  
www.det.nt.gov.au  
www.training.qld.gov.au  
www.training.sa.gov.au  
www.skills.tas.gov.au  
www.skills.vic.gov.au  
www.dtpwd.wa.gov.au

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**Assessment Appeals Policy**

McDonald’s Australia 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’s complaints processes. McDonald’s Australia’s appeals process facilitates requests for a review of decisions, including assessment decisions, made by McDonald’s Australia or a third party representative providing services on McDonald’s Australia’s behalf.

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

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**Appeals Process**

McDonald’s Australia’s appeals process is publicly available on the McDonald’s Australia’s website. Before making a formal appeal, participants are required to discuss the matter with the relevant McDonald’s Australia personnel in an effort to reach an agreement. McDonald’s Australia 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 National Administration Manager.

Upon receiving a formal appeal, McDonald’s Australia 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

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 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 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 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.

**Disciplinary procedures**

McDonald’s uses ‘The Six-Step Counselling Model’ for addressing disciplinary issues.

1. State the purpose;
2. Describe the problem;
3. Listen;
4. Agree on the problem;
5. Involve crew in solution; and
6. Have crew sum up.

Counselling is used in situations where privacy and time are needed to work through an issue:

- Whenever there is a policy violation;
- For serious performance discrepancies;
- As a preventative measure – before a situation becomes a problem; and
- After confrontation or disturbance.

Please refer to the following documents for further information:

- Welcome to our Team Handbook; and

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses:

- **Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- **Non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- **Informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RPL assesses this prior learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. RPL keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one’s life.

In order to recognise prior learning it is necessary to:

- Compare the informal or non-formal learning the individual has achieved against the learning outcomes or performance criteria of the course or qualification for which the participant is using a as basis for seeking entry or the award of credit; and
- Determine appropriate evidence to support the claim of prior learning.

The processes used to assess RPL applications may take several (not mutually exclusive) forms, for example:

- Participation in exactly the same or modified versions of the assessment the participant would be required to complete as part of the full course;
- Assessment based on a portfolio of evidence;
- Direct observation of demonstration of skill or competence;
- Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;
- Provision of examples of the participant’s work drawn from the workplace, social, community or other setting in which the participant applies their learning, skill or competence;
- Testimonials of learning, skill or competence; and
- Combinations of any of the above.

McDonald’s Australia ensures that trainers and assessors remain current in their professional development and in their knowledge and understanding of issues related to recognition.
RPL Process
As a component of the Pre-Training Review process, McDonald’s Australia implements a robust RPL process to ensure that:

- The uptake of RPL is encouraged and RPL processes are reviewed to streamline the RPL application process;
- Where possible, the participant is able to complete the qualification in less time;
- RPL information is provided to participants prior to enrolment and prior to commencement of formal training delivery in a course program;
- RPL processes offered provide adequate information, support and opportunities for participants to engage in the RPL process;
- RPL decisions are made prior to the commencement of the course, subject or unit for which the RPL is being claimed; and
- RPL assessment processes and procedures meet the same delivery and quality assurance requirements as all other assessment arrangements.

RPL Requirements
To achieve RPL, participants must:

- Apply for RPL;
- Provide appropriate RPL evidence (including documents, demonstrations and interviews as may be relevant); and
- Have this evidence assessed as meeting all of the requirements of the entire Unit of Competency.

Where participants have gaps, or require additional mentoring and support, RPL is not applicable. In these cases learning is occurring, and a ‘Competent’ result is achieved on completion of assessment.

RPL Applications
It is mandatory that participants wishing to achieve RPL with McDonald’s Australia complete a Credit Transfer / RPL Application Form and provide this form with their evidence submission for assessment. This application form ensures:

- The Application for RPL is recorded effectively;
- The start date for each Unit of Competency is correctly identified; and
- The appropriate declarations of authenticity of prior work are recorded.

Start Dates
The official start date for a Unit of Competency through RPL is determined (by NCVER) as the date that the participant submitted their evidence portfolio for assessment. This is the start date that all McDonald’s Australia personnel are to record on the participant’s training and assessment plan (actual start date section for each unit).

This date is critical for compliance in cases where financial subsidies are being received for the participant’s course. The RPL result date is the final date that the participant provided all evidence required and was deemed to have achieved the unit ‘RPL-Granted’ result.

Recognition of testamurs issued through other RTOs
As a component of the Pre-Training Review process, McDonald’s Australia ensures participants are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Credit transfer is a process that provides participants with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies.

Where a participant provides suitable evidence they have successfully completed a unit or module at any RTO, McDonald’s Australia provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

McDonald’s Australia is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successful.

Participant Request for Credit Transfer
If a participant wishes to apply for Credit Transfer it is mandatory that they complete the Credit Transfer / RPL Application Form and include appropriate evidence to support the Credit Transfer application.

All Credit Transfer applications must be supported by the appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating exactly the same code and title as those included in the participant application, or other documents of equivalence.

Where appropriate evidence is provided with the Credit Transfer application the Training Manager must grant the Credit Transfer. Where Credit Transfer is granted, the participant will be advised within five working days of completion of the assessment and the training program adjusted accordingly.

Where Credit Transfer is not granted, the participant will be notified in writing of the outcome within five working days of completion of the assessment. The written communication to the participant includes a reason for refusal, and information on how to lodge a complaint or appeal if desired.

In all cases, a copy of the credit transfer application and verified copies of the relevant documentation evidence is retained in the participant’s file.
Records Management

McDonald’s Australia is committed to the effective management of all records. The following corporate policies must be adhered to by all personnel:


McDonald’s Australia RTO has procedures to assure the integrity, accuracy and currency of records that include, but are not limited to:

- Secure storage, including backup of electronic records. McDonald’s uses the information collected only for the services it provides and will not disclose any information gathered about a client to any third party without obtaining written consent, or unless required under the Essential Standards for Registration, required for audit purposes, required by law or in connection with the security of company assets or a public safety investigation.
- Retention, archiving and retrieval of sufficient information on participant results, to enable the re-issue of a testamur if required. Participant results are maintained for a period of 30 years, and in the event of closure McDonald’s will transfer these records to ASQA.
- Retention, archiving, retrieval and transfer of all other records. These records are also maintained for a period of 30 years, consistent with contractual and legal requirements and the requirements of ASQA.
- Archived documents are maintained in a secured location off-site.
- Compliance with external reporting requirements (for example the Australian Vocational Education and Training Management Information Statistical Standard [AVETMISS] McDonald’s receipt of government funding).
- Safeguarding any confidential information obtained by McDonald’s and committees, individuals or organisations acting on its behalf. Personal information contained on the McDonald’s database is stored in a secure location and protected from unauthorised access and use by passwords. Only those individuals who ‘need to know’ the personal information to perform their job responsibilities are authorised to access the information through the use of a password assigned to the individual.
- Access by clients to their personal records. Clients may contact the State RTO Manager at McDonald’s Australia Limited Head Office to request access to any of their collected personal information.
- In the event that McDonald’s requires the use of the personal information of a personnel member or participant, (such as a photo or a testimony of a training course) for marketing or any other purpose, McDonald’s will obtain written consent from the relevant person prior to using the information.

McDonald’s maintains up-to-date records of:

- The verified training and/or assessment and vocational competencies of all personnel working on behalf of McDonald’s as trainers and assessors;
- Enrolments and participation; and
- Fees paid and refunds given.

Participants may have access to their personal records (assessment records/results) by applying in writing to:
National RTO Administration Manager
McDonald’s Australia Limited
21-29 Central Avenue
THORNLEIGH NSW 2120

Evaluation Policy

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. Evaluations are undertaken at though completion of all course programs.

Privacy and Confidentiality

McDonald’s Australia is committed to maintaining the privacy and confidentiality of its personnel and participant records. McDonald’s Australia 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 has developed and implemented this APP Privacy Policy.

McDonald’s Australia 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 make 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 handing service for complaints against RTOs:
   Australian Skills Quality Authority
   www.asqa.gov.au
   Phone: 1300 701 801

Access and Equity
McDonald’s Australia 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 employers 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.
McDonald’s Australia 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 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 strives to maximise opportunities for access, participation and outcomes for all participants within the vocational education, training and employment system.

McDonald’s Australia undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. McDonald’s Australia 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 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 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 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, personnel and other participants; and
- The costs and benefits of making the adjustment.

**Participant Rights and McDonald’s Australia Responsibilities**

<table>
<thead>
<tr>
<th>Participants’ Rights</th>
<th>McDonald’s Australia Responsibilities</th>
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<tbody>
<tr>
<td><strong>Enrolment</strong></td>
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<tr>
<td>Right to seek admission and enrol on the same basis as prospective participants without disability including the right to reasonable adjustments.</td>
<td>Take reasonable steps to ensure that the enrolment process is accessible.</td>
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<td></td>
<td>Consider participants with disability in the same way as participants without disability when deciding to offer a place.</td>
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<td></td>
<td>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.</td>
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<tr>
<td><strong>Participation</strong></td>
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<tr>
<td>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.</td>
<td>Take reasonable steps to ensure participation.</td>
</tr>
<tr>
<td></td>
<td>Consult with the participant or their associate about the effect of the disability on their ability to participate.</td>
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<td></td>
<td>Make a reasonable adjustment if necessary.</td>
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<td></td>
<td>Repeating this process over time as necessary.</td>
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<tr>
<td><strong>Curriculum Development, Accreditation and Delivery</strong></td>
<td>Enable participants with disability to participate in learning experiences (including assessment and certification).</td>
</tr>
<tr>
<td>Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge</td>
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</tbody>
</table>
Participants’ Rights

- Consult with the participant or their associate.
- Take into consideration whether the disability affects the participant’s ability to participate in the learning experiences.

McDonald’s Australia Responsibilities

- 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 & Victimisation

- Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability.

Process for Considering Adjustments

McDonald’s Australia provides equitable access to all required educational and support services, so that no participant is disadvantaged regardless of their mode of study or location. Where there may be limitations regarding access to these resources, McDonald’s Australia provides clear advice in pre-enrolment information so all employers can make an informed choice about which RTO and course of study best meets their needs.

McDonald’s Australia embraces the responsibility of ensuring that all personnel acquire the knowledge and skills to relate to participants without direct or indirect discrimination. All personnel are aware of and know how to use available McDonald’s Australia or external resources or be able to confidently refer participants to appropriate tutoring and community support services.

All personnel continue to expand their knowledge or access and equity issues through induction processes when joining McDonald’s Australia, and in structured professional development on a regular basis (at least annually) in access and equity issues and resources.

McDonald’s Australia personnel have access to a range of access and equity materials designed to assist participants in undertaking and completing courses and qualifications.

In assessing whether an adjustment to the course of the course or program in which the participant is enrolled, or proposes to be enrolled, is reasonable, McDonald’s Australia is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature.

Consulting the participant

Before McDonald’s Australia makes an adjustment for the participant, the participant or their associate is consulted about:

- Whether the adjustment is reasonable; and
- The extent to which the adjustment would achieve the aims in relation to the participant; and
- Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the participant.

Deciding on an adjustment to be made

In deciding whether to make a particular reasonable adjustment for a participant, McDonald’s Australia:

- Assesses whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the participant; and
- Assesses whether the adjustment may need to be changed over the period of a participant’s education or training.

A detailed assessment, which might include an independent expert assessment, may be required in order to determine what adjustments are necessary for a participant. The type and extent of the adjustments may vary depending on the individual requirements of the participant and other relevant circumstances. Multiple adjustments may be required and may include multiple activities.

Assessing reasonable adjustments

In assessing whether a particular adjustment is reasonable for the participant with a disability, McDonald’s Australia takes into account:

- The nature of the participant’s disability;
- The information provided by, or on behalf of, the participant about how the disability affects the participant’s ability to participate;
- Views of the participant, or an associate of the participant, about whether a proposed adjustment is reasonable and will enable the participant with a disability to access and participate in education and training opportunities on the same basis as participants without disabilities;
- Information provided by, or on behalf of, the participant about their preferred adjustments;
- The effect of the proposed adjustment on the participant, including the participant’s ability to participate in courses or programmes and achieve learning outcomes;
The effect of the proposed adjustment on anyone else affected, including McDonald’s Australia operations, personnel and other participants; and
The costs and benefits of making the adjustment.

In making a reasonable adjustment, McDonald’s Australia ensures that the integrity of the course or program and assessment requirements and processes are maintained.

McDonald’s Australia acts upon information about an adjustment in a timely way that optimises the participant’s participation in education or training.

In meeting its obligations to provide reasonable adjustments, McDonald’s Australia may provide an alternative adjustment to the participant’s preferred form of adjustment, if the alternative is effective in achieving the desired purpose.

### Unjustifiable Hardship

Once a reasonable adjustment has been determined, McDonald’s Australia adjustment may consider if the adjustment would impose unjustifiable hardship on its operations.

In determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are taken into account including:

- The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- The effect of the disability of a person concerned; and
- The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship.

In determining whether unjustifiable hardship applies, McDonald’s Australia:

- Takes into account information about the nature of the participant’s disability, his or her preferred adjustment, any adjustments that have been provided previously and any recommended or alternative adjustments. This information may be provided by the participant, an associate of the participant or independent experts (or a combination of those persons);
- Ensures that timely information is available to the participant, or an associate of the participant about the processes for determining whether the proposed adjustment would cause unjustifiable hardship; and
- Ensures that these processes maintain the dignity, respect, privacy and confidentiality of the participant and the associates of the participant, consistent with the rights of the rest of the community.

Where a claim of unjustifiable hardship is made, McDonald’s Australia has taken into account all the financial and other resources that are reasonably available for the purpose of making any necessary adjustments for the participant, and the impact of those adjustments on its capacity to provide education of high quality to all participants while remaining financially viable.

McDonald’s Australia considers all costs and benefits both direct and indirect that are likely to result, the participant and any associates of the participant, and any other persons in the learning or wider community, including:

- Costs associated with additional personnel, the provision of special resources or modification of the curriculum;
- Costs resulting from the participant’s participation in the learning environment, including any adverse impact on learning and social outcomes for the participant, other participants and teachers; and
- Benefits deriving from the participant’s participation in the learning environment, including positive learning and social outcomes for the participant, other participants and teachers, and any financial incentives, such as subsidies or grants, available to the provider as a result of the participant’s participation.

Where McDonald’s Australia decides to rely on unjustifiable hardship, it ensures that a notice stating the decision and the reasons for the decision is given to the participant, or an associate of the participant, as soon as practicable after the decision is made.

### Implementing Reasonable Adjustments

McDonald’s Australia takes reasonable steps to ensure that any adjustment required to be made is made within a reasonable time. Whether the time is reasonable depends, in particular, on whether and when the participant, or his or her associate, has provided:

In a timely way, any relevant information in the possession of the participant or associate about how the disability affects the participant in relation to education or training; and
The participant’s or the associate’s opinion about the matters.

Where reasonable adjustments are implemented, a detailed training and assessment plan including timetables, notes regarding the required adjustments, and any related communications regarding the adjustments is maintained in the participant’s file.

#### Reasonable Adjustments

<table>
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<tr>
<th>Type of disability</th>
<th>Example reasonable adjustments</th>
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<tr>
<td>Mobility impairment</td>
<td>Provision of wheelchair accessibility, access to aids such as for holding documents, adjustable tables, note taking support, oral rather than written presentations or exams, use of a personal computer, lifting limits.</td>
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<tr>
<td>Vision impairment</td>
<td>Use of audio recordings, enlarged text and images, enlarged computer screen images, use of voice synthesizers on computers, good lighting or reading lamps, Braille translations, provision for guide dogs, avoid moving furniture without informing the person, provision of additional writing time for assignments/tests.</td>
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<tr>
<td><strong>Hearing impairment</strong></td>
<td>Use of teletext, audio loops for people using hearing aids, use of Plain English documents, sign language interpreters for training and assessment.</td>
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<tr>
<td><strong>Intellectual disability</strong></td>
<td>Practical learning sessions, repetition of learning exercises, use of Plain English, use of mentors, assessment that is appropriate to the skill, i.e. avoiding written test for practical tasks, provision of additional time.</td>
</tr>
<tr>
<td><strong>Speech impairment</strong></td>
<td>Provision of time and patience, paraphrasing, getting individuals to put things in writing, minimising stress.</td>
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**Support Services**
The following support services are available and accessible for all participants studying with McDonald’s Australia. McDonald’s Australia will provide participants with contact details to refer any matters that require further follow up with relevant professionals.

**Referral Service Available**

| **Lifeline** | Phone: 13 11 14  
www.lifeline.org.au |
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<tr>
<td>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.</td>
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| **Reading and Writing Hotline** | Phone: 1300 655 506  
www.readingwritinghotline.edu.au |
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<tr>
<td>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.</td>
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**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