

Participant Code of Conduct:

- Dress should be smart casual Eg, Clean & tidy presentation.
- For practical training days if uniforms are supplied, they are not to be altered.
- For all practical sessions enclosed leather shoes must be worn.
- In the Hospitality Industry personal hygiene is essential.
Eg. Shower, deodorant, clean hair (tied back if longer than shoulder length), clean finger nails, oral hygiene.
- Disruptive behaviour will not be tolerated.
- R&C NSW undertakes to provide a safe learning environment for all students in accordance with state and commonwealth legislative and regulatory requirements. Students are reminded to observe safe work practices when completing training activities at R&C NSW or at approved training venues. As part of our policy, Trainers instruct all students in OH&S procedures (such as use of utensils, machinery, chemicals and lifting) prior to commencement of training.
- Students are required to report any damage to equipment or any personal injury to a trainer.
- Bad Language or harassment will not be tolerated at any time.
- Students are not permitted to drink alcohol during training unless sampling drinks made in the course. Trainer must be present.
- Mobile phones are to be switched off.
- Students are only permitted into designated areas of the training venue
- Classrooms are to be left in tidy condition.
- Students are responsible for their own personal possessions.
- No smoking is permitted within the training venue.



- Prior to signing the roll check the correct spelling of your name. Make any spelling adjustments clear, so the names on certificates/statement of participation will be correct.
- Clearly sign and name all assessment documents, so that competency records are accurate.
- Punctuality to sessions and from breaks is essential. If you are late contact R&C NSW # 9211 3500.
- Notify R&C NSW of any absences, illnesses or special requirements promptly.
- Assistance is available for any learning difficulties, language / interpretation or other issues that may impact on your successful completion of the course. Please ask the Trainer or speak to the Training Department staff prior to the course.
- For RPL or credit transfer of units of study that you may have completed, bring in the original certificate/statement of attainment/ academic transcript.

Failure to comply with the Participant Code of Conduct described here could result in jeopardising your participation in the course. Should you require assistance to meet any course requirements please approach staff or trainers of R&C NSW for support.