

# Student Handbook

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## About

HACCP Mentor is a food safety compliance and education consultancy serving food businesses worldwide. All our food safety & training resources serve to inform, educate and entertain. There's nothing complicated about it. Safe food leads to better health and well-being.

HACCP Mentors Director is Amanda Evans-Lara. Amanda is a Food Safety Consultant and Compliance Specialist with more than 25 years' experience working with Australian and international food businesses. Amanda works as a trainer and food compliance auditor and continues a close relationship with the food industry through her business consultancy services.

With compliance and education a specialty, Amanda assists food manufacturers keep up-to-date with legal and business requirements along with mentoring other food safety professionals.

Amanda has built a strong platform of skill and knowledge after initially working for 7 years as a Food Inspector for the NSW government and for the past 18 years, in her own business as a food safety and compliance consultant. A strong commitment to food safety and business improvement has seen Amanda develop and implement easy business tools to assist with food compliance.

Additionally, working as a food safety auditor, allows the most relevant and up-to date information on certification standards including WQA, BRC, SQF, Coles, Spotless, ISO9001 and Codex HACCP to be conveyed during training and mentoring sessions.

To learn more about Amanda please visit <http://haccpmentor.com/haccp-mentor-background/> or to join, access the online HACCP Mentor blog visit [www.haccpmentor.com](http://www.haccpmentor.com)

## Contact Us

For further information regarding this training module or other resources available please contact:

HACCP Mentor  
PO Box 5025, KAHIBAH NSW 2290, AUSTRALIA

Telephone: +61 2 80057071

Email: [help@haccpmentor.com](mailto:help@haccpmentor.com)

Web: <https://haccpmentor.com>

## Entry Requirements

Please refer to relevant course information that can be found at <https://haccpmentor.com/training>

## Selection and Registration

Participants apply through the website or by contacting HACCP Mentor via email. Course information, information about accreditations and this participant handbook is all available prior to enrolment. You must make an informed decision on the best course for you and your interests before you register.

### Online Course Access Process

1. Select online course that meets your needs
2. Make purchase to register for online course access
3. Login details emailed directly to email provided during the purchase process
4. Access purchased course using provided login details
5. Start your online training

## General Refund Policy

General Refunds will be made in the following circumstances:

- If HACCP Mentor cancels a virtual course that you registered and paid for, you will be registered on the next available virtual course. If the rescheduled date is not suitable to you, a full refund will be provided.
- Due to the nature of electronic courses, you are not entitled to a refund for any on-demand courses once you have accessed the course.

HACCP Mentor regrets that it cannot accept responsibility for changes to your work commitments or personal circumstances.

You can request a refund by [contacting us here](#).

## **Expectations of Participants**

You are asked to read these expectations thoroughly prior to completing your registration.

1. Participate in all training and assessment activities are asked to carry out any tasks to the best of your ability.
2. You must complete Self-Paced Learning Workbooks, class activities, assessments as required.
3. You must advise HACCP Mentor of any concern that you may have regarding your progress throughout your Course.
4. You must advise HACCP Mentor of any changes in your personal details.
5. You must keep your login details secure and not share them with anyone else.
6. You are to be honest in every aspect of your online course work.
7. All work presented as your own, must be the product of your own effort. Plagiarism, cheating, academic misconduct, or any other submission of another's work as one's own is unacceptable.

## **The Orientation Program**

Orientation can be viewed as part of the introduction to all our courses. This involves:

- A basic introduction to the navigation and to your course
- Information in this participant handbook
- Rules and responsibilities for participants using our online training.

## **Course Completion**

To receive a qualification from HACCP Mentor, participants must achieve competency in their course. Certificates of Competency will be issued digitally at the completion of the course.

## **Special Learning Needs**

HACCP Mentor recognises that there will be cultural diversity and a range of education and learning backgrounds amongst participants. It is HACCP Mentor's policy to ensure all people have an equal opportunity to learn and better themselves. As such, we endeavour to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively. Assistance may be sought from HACCP Mentor or contact information. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.

## **Student Privacy Policy**

This privacy policy is in addition to our general Privacy Policy that can be found by clicking here. The Privacy Act 1988 applies to students and employees of HACCP Mentor. The Privacy Act 1988 can be accessed by [clicking here](#).

Information related to personal details of any student is protected under the Privacy Act 1988. HACCP Mentor is committed to adhering to the national privacy principles (NPP's) contained in the Act. The NPPs are principles or rules about collecting, using and disclosing personal information.

The NPPs also cover keeping information secure, paying attention to data quality and accuracy, being open about collection and information handling practices, providing anonymity where possible and protection when transferring personal information to others. We make every endeavour to ensure that the principle of security is incorporated into our data collection and storage procedures:

HACCP Mentor will:

- Maintain secure computer passwords and lockable filing cabinets.
- Check an individual's identity when they ask for access to the personal information we hold about them.
- Keep personal information away from those who do not need to see it - staff as well as customers.
- Destroy information securely.
- Raise security awareness with all staff.
- Review procedures from time to time.

Information regarding students, student results or other personal information may not be released to any third party without the express written permission from the student. Students may access their personal records and files and any other information held by the organisation by making a request in writing via our contact details.

## **Participant Welfare**

HACCP Mentor is concerned about the welfare of participants and offers support as needed. We assist all participants with a short orientation program at the beginning of each course. We will be quick to respond to unacceptable behaviour from participants or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our procedures. Training and administration staff are aware of their responsibilities to ensure that participants feel safe and supported whilst completing training with HACCP Mentor.

## **Anti-discrimination and Harassment**

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

All staff and students must:

- follow the standards of behaviour outlined in this policy
- offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint
- avoid gossip and respect the confidentiality of complaint resolution procedures
- treat everyone with dignity, courtesy and respect.

All managers and supervisors must:

- model appropriate standards of behaviour
- take steps to educate and make staff aware of their obligations under this policy and the law
- intervene quickly and appropriately when they become aware of inappropriate behaviour
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- help staff resolve complaints informally
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation
- ensure staff who raise an issue or make a complaint are not victimised

### **Unacceptable workplace conduct**

Discrimination, bullying and sexual harassment are unacceptable at HACCP Mentor and are unlawful under the following legislation:

- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth).*

Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

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## **Discrimination**

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability.

Discrimination can occur:

Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law (see list below).

- For example, a worker is harassed and humiliated because of their race, or
- A worker is refused promotion because they are 'too old'

**Indirectly**, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law (see list below).

For example, redundancy is decided based on people who have had a worker's compensation claim rather than on merit.

### **Protected personal characteristics under Federal discrimination law include:**

- a disability, disease or injury, including work-related injury
- parental status or status as a carer, for example, because they are responsible for caring for children or other family members
- race, colour, descent, national origin, or ethnic background
- age, whether young or old, or because of age in general
- sex
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union
- religion
- pregnancy and breastfeeding
- sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual
- marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship
- political opinion
- social origin
- medical record
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

## **Victimisation**

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation. Victimisation is against the law.

It is also victimisation to threaten someone (such as a witness) who may be involved in investigating an equal opportunity concern or complaint.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator.

HACCP Mentor has a zero-tolerance approach to victimisation.

## **Bullying**

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination.

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.

Under Federal law, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Behaviours that may constitute bullying include:

- sarcasm and other forms of demeaning language
- threats, abuse or shouting
- coercion
- isolation
- inappropriate blaming
- ganging up
- constant unconstructive criticism
- deliberately withholding information or equipment that a person needs to do their job or access their entitlements
- unreasonable refusal of requests for leave, training or other workplace benefits.

Bullying is unacceptable in HACCP Mentor and may also be against occupational health and safety law.

## **Sexual harassment**

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars or objects
- repeated unwanted requests to go out
- requests for sex
- sexually explicit posts on social networking sites
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour.

Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work.

All staff, contractors and students have the same rights and responsibilities in relation to sexual harassment.

A single incident is enough to constitute sexual harassment – it doesn't have to be repeated. All incidents of sexual harassment – no matter how large or small or who is involved – require employers and managers to respond quickly and appropriately.

HACCP Mentor recognises that comments and behaviour that do not offend one person can offend another. This policy requires all staff, contractors and students to respect other people's limits.

## Assessment

Participants will be informed of the required course assessments to be conducted through the website information and at the start of a course. They will also be given oral instructions as part of the training process. All assessment results are treated as strictly confidential. HACCP Mentor will provide feedback on the assessment and provide further guidance on extra training or evidence if there are gaps in the assessment.

### Assessment Methods

Methods of assessment may vary for each course but may include:

- Written knowledge testing using standard assessment instruments.
- Written and oral quizzes
- Oral questioning when there is practical demonstration
- Observation of skills & knowledge

### Feedback to Participant

As soon as is reasonably possible at the end of assessment, HACCP Mentor will inform the participant of the result of the assessment. Feedback will begin with whether the participant achieved the required mark in the assessment task or demonstrated they were competent or not yet competent.

Feedback will be constructive, and the participant is encouraged to seek clarification if required. Feedback will be dependent on the course requirements and can be in the form of:

- Direct onscreen feedback
- Oral feedback when results are provided in a virtual classroom
- On the assessment for any manually submitted assessments.

If any participant is dissatisfied with the results of their assessment they have the right to access the appeal process.

## Complaints and Appeals

You are entitled to access the Complaints and Appeals process should you be dissatisfied about the course, assessment or competency decisions. You can log a complaint or appeal by [contacting us directly](#). You should also be aware that this agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under consumer protection law.