



PARTICIPANT INFORMATION BOOKLET

V31 July 2025

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

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

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

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

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

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McDonald's Australia
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DRESS TO IMPRESS



HAIR

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



JEANS

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



SHIRTS

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



VISOR/CAP

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



COSMETICS

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

McDONALD'S[®] APPEARANCE POLICY

SHOES & SOCKS

WE DO NOT PROVIDE SHOES OR SOCKS as parts of the uniform, but we ask that:

- ★ Socks are black and worn at all times
 - ★ Shoes are black, low-heeled and fully enclosed (no open toes or heels)
 - ★ Shoes, including the tread, are kept clean and in good condition
 - ★ No shoes with smooth, worn or leather's dies may be worn
 - ★ No trainers, running shoes or ballet-style footwear may be worn
- Please note you may be asked to replace shoes which have become worn or damaged.



FACIAL HAIR

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

TATTOOS

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



PERSONAL HYGIENE

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



NATIONAL GARMENTS AND RELIGIOUS ITEMS

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



APRON

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

JEWELLERY AND PIERCINGS

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



ADD A SMILE TO YOUR STYLE!

VERSION: NOVEMBER 2021

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McDonald's Australia RTO Vision

To create and deliver a formal training pathway that inspires and develops future leaders.

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

Pathways to management

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

Pathways to the Future



CREW

DO: I deliver QSC (Quality, Service and Cleanliness) to all customers in addition to providing an exceptional customer experience.

LEARN: I am trained and verified to work in the Service, Production, Drive-Thru or McCafe areas of the restaurant. Additionally, I can also complete a Nationally recognised Qualification.

CREW COACH

DO: I consistently and effectively provide guidance to fellow Crew and utilise all tools available to provide the best quality coaching, to ensure outstanding delivery of QSC.

LEARN: I learn coaching and leadership techniques by completing the Crew Coach Development Program. I can also complete a Nationally Recognised Qualification.

SHIFT MANAGER

DO: I am an operations expert and run shifts deliver outstanding QSC at all times.

LEARN: I attend a Leadership Transitions which enhances my coaching, leadership and shift management skills. I can also complete a Nationally Recognised Qualification.

DEPARTMENT MANAGER & ASSISTANT RESTAURANT MANAGER

DO: I deliver outstanding QSC every shift, with an additional responsibility of leading a team as either a Customer Experience, People Performance, and Product Quality Manager.

LEARN: I complete Developing the Leader in Me and specialist courses relevant to the department I lead. I can also complete a Nationally recognised Qualification.

RESTAURANT MANAGER

DO: I am the leader of the restaurant, responsible for all aspects of the restaurant operations including sales, QSC, people and profit.

LEARN: I develop my skills by attending Leading Great Restaurants and Leading For the Future.

CORPORATE OFFICE

DO: There are a range of corporate opportunities that are available in a range of departments including: Operations, Human Resources, Marketing, Learning and Development, Workplace Safety, Finance, Legal, IT, Supply Chain, Development and Communications.

LEARN: Management Development Programs are offered to a range of employees, and range from Operations, Business Consultancy, Leadership and People Management.

LEADERSHIP

DO: We deliver the business goals and strategies through leading a variety of teams. Business leaders can be Franchisees, Department and Business Function Managers, Senior Leaders and Global Managers.

LEARN: Leaders need to continually develop and adapt their skills, therefore their learning never stops.

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



Version - April 2023

VET Quality Framework

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

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

Australian Qualifications Framework

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

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

AQF Recognition

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

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

A testamur may be a Statement of Attainment for specific topics or units of competency, or it may be a complete Qualification such as certificate or diploma.

Unique Student Identifier

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

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

Fast Food Industry Award 2020

It is a requirement of the Fast Food Industry Award 2020 that employees are paid for all time worked. This includes being paid for training and travel time. Payments may vary depending on the employee's employment contract and if the employee has entered into an Individual Flexibility Arrangement. All managers and crew must be clocked on for all time worked to ensure they are paid. If you perform work whilst not clocked on, your supervisor must be notified immediately so that you can be paid for that time. If an employee you manage performs work whilst not clocked on, you must ensure the time is properly recorded so the employee is paid for that time. For more information on travel time, please refer to the Travel Guide located on [McD Connect](#).

Work Health & Safety

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

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

Child Safety

McDonald's Australia RTO is committed to child safety.

The organisation upholds its duty of care by implementing robust child safety policies, procedures, and practices, ensuring compliance with relevant legislation and promoting a culture of safety and respect.

All children and young people are embraced regardless of their abilities, sex, gender, or social economic or cultural background and equity is upheld. A child safe culture is championed and modelled at all levels of the organisation, from the top down and bottom up.

Bullying and harassment is not tolerated.

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

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

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

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

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

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

- Has a visible culture of child safety that is part of everyday practice;
- Has strong leadership driving a culture of child safety;
- Has the safety of children as its prime consideration;
- Has well-articulated policies and procedures to implement its child safe approach;

- Actively encourages participation, empowerment and serves to protect children;
- Has actively considered risks of abuse within the organisation;
- Engages with children to create a child safe environment and empowers children to speak up if something is wrong; and
- Has inclusive approaches for children with a disability, Aboriginal children and children from culturally and/or linguistically diverse backgrounds.

Child abuse

Child / Children means a person who is under the age of 18 years.

Child abuse means:

- A sexual offence committed against a child.
- An offence committed against a child, such as grooming.
- Physical violence against a child.
- Causing serious emotional or psychological harm to a child.
- Serious neglect of a child.

Harm is damage to the health, safety or wellbeing of a child or young person, including as a result of child abuse by adults or the conduct of other children. It includes physical, emotional, sexual and psychological harm. Harm can arise from a single act or event and can also be cumulative, that is, arising as a result of a series of acts or events over a period of time.

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

- Physical violence;
- Sexual offences;
- Serious emotional or psychological abuse; and
- Serious neglect.

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

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

- Australian Capital Territory Child Protection Line – 1300 556 728
- New South Wales Child Protection Line - 13 21 11
- Northern Territory Child Protection Line – 1800 700 250
- Queensland Child Safety Line - 1800 177 135
- South Australia Child Abuse Report Line - 13 14 78
- Tasmania Child Protection Line – 1800 000 123
- Victoria Child Protection Crisis Line – 13 12 78
- Western Australia Child Protection Line – 1800 622 258

Child Safety Officer

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

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

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

Privacy

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

McDonald's Australia RTO Limited ACN 008 496 928 ("**McDonald's**" or "**we**") will collect, store and use the personal information you provide in this application form, any documents attached to this application form and any follow up correspondence in accordance with this Personal Information Collection Statement and our Privacy Policy at <https://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 Trainer & Assessor 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
Head of RTO
mcdonaldsrtoenquiry@au.mcd.com
21-29 Central Avenue
Thornleigh NSW 2012

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

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

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

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

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

Access, Equity, Welfare, Wellbeing and Student Support

McDonald's Australia RTO provides inclusive, equitable, and supportive learning environments that promote student success and wellbeing. This policy outlines the organisation's commitment to removing barriers, offering tailored support, and fostering a culture of respect and inclusivity for all students.

This applies to all students enrolled at McDonald's Australia RTO and covers all services, including access to training, assessment, support services, and welfare provisions. It also applies to personnel, contractors, and third-party providers involved in the delivery of services. McDonald's Australia RTO is committed to providing equitable access to education and training, ensuring all students have the support they need to achieve their learning goals. The organisation will uphold the principles of access and equity, catering to the diverse needs of

its student body and fostering an inclusive and respectful environment.

McDonald's Australia RTO ensures students have reasonable access to training support services, teachers, trainers and assessors and other personnel to support their progress through the training product.

The organisation determines the training support services to be provided to each student and makes these available and informs students about how and when they can access trainers and assessors and other personnel.

McDonald's Australia RTO fosters a learning environment that promotes and supports the diversity students. The organisation fosters a safe and inclusive learning environment for students, including a culturally safe learning environment for First Nations people. The organisation ensures the wellbeing needs of student cohorts are identified as relevant to the training content, and appropriate wellbeing support services and strategies are put in place to support these needs. Students are advised of the actions they can take, the personnel they may contact and the wellbeing support services that are available.

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

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

The Access, Equity, Welfare, Wellbeing and Student Support Policy is available on the RTO Website:

<https://careers.mcdonalds.com.au/training>

Industry Engagement

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

Consumer Protection

McDonald's Australia RTO upholds the rights of consumers by providing accurate information, maintaining transparency, and delivering quality services. This policy aligns with Australian Consumer Law (ACL) and the Standards for RTOs, protecting students and stakeholders from unfair practices and ensuring their satisfaction with the services provided.

This policy applies to all personnel, contractors, and third-party providers involved in marketing, recruitment, enrolment, and service delivery at McDonald's Australia RTO. It covers all interactions with current and prospective students, employers, and other stakeholders.

McDonald's Australia RTO is committed to protecting the rights of consumers by providing honest, clear, and accessible information about its services. The organisation will ensure compliance with consumer protection laws and adopt fair practices to build trust and maintain its reputation.

The Consumer Protection Policy is available on the RTO Website: <https://careers.mcdonalds.com.au/training>

Marketing & Advertising

The purpose of this policy is to ensure that all advertising and marketing activities conducted by McDonald's Australia RTO are accurate, ethical, and compliant with the *Standards for RTOs* and *Australian Consumer Law (ACL)*. This policy outlines the organisation's commitment to providing clear and honest information to prospective students, stakeholders, and the public.

This policy applies to all advertising and marketing activities conducted by McDonald's Australia RTO, including those undertaken by personnel, contractors, and third-party providers. It encompasses all communication channels, including websites, social media, print materials, and public promotions.

McDonald's Australia RTO is committed to ethical and transparent advertising and marketing practices. All promotional materials and activities will accurately represent the organisation's courses, services, and outcomes, ensuring compliance with legal and regulatory requirements while fostering trust and integrity.

The organisation enables informed choice for clients and students by providing clear and factual information, whether this is done directly or by a third-party. McDonald's Australia RTO is responsible for all marketing or other material disseminated on its behalf, regardless of the channel or method used.

McDonald's Australia RTO is conscious of the national requirements for the marketing of nationally recognised training and ensures that the information used is accurate, clear and managed ethically. The organisation ensures that marketing and advertising material is consistent with its training and assessment strategies.

McDonald's Australia RTO:

- Ensures its marketing to prospective students and other clients is ethical, factual, open, honest and accurately represents the services it provides and the training products on its scope of registration,
- Does not engage in marketing practices that involve high-pressure selling techniques, and
- Regularly monitors and evaluates marketing and recruitment materials and practices.

Pre-Enrolment Information

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

- McDonald's Australia RTO itself;
- Participant rights & responsibilities;

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

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

Course Services Information

McDonald's Australia RTO is committed to ensuring that all prospective students receive clear, accurate, and relevant information prior to enrolment to make informed decisions about their training options, including to decide if McDonald's Australia RTO as a training organisation and the relevant course service of interest is suitable for them, taking into account their existing skills and knowledge and any specific individual needs.

The RTO identifies the information needed by students through a strong understanding of the relevant student cohort, regulatory requirements, industry standards, and stakeholder feedback. Tailored information is provided to prospective students and other stakeholders, including details on course content, entry and admission requirements, fees, training and assessment arrangements, student support services, and potential employment outcomes.

To ensure accessibility and transparency, McDonald's Australia RTO communicates this information through multiple channels, including the RTO's website, marketing materials, Student Handbook, course guides, and direct consultation with student support personnel. Prior to enrolment, students are provided with a formal information package and are encouraged to participate in an information session or consultation with an RTO representative. This process ensures that all students are fully aware of their rights, obligations, and available support services before commencing their training.

McDonald's Australia RTO:

- Ensures information provision for all course services is clear, accurate, full, relevant and conforms to the planned training and assessment described in McDonald's Australia RTO's training and assessment strategies.
- Has fair, easily understandable policies and procedures relating to course enrolment, government funding, subsidy applications, fees and refunds.
- Ensures all information is visible and accessible to all participants, including those who are vulnerable or require special assistance.
- Tailors communications to meet the needs of participants who are vulnerable or require special assistance.

The organisation **does not** guarantee, verbally or in writing, that:

- A student will successfully complete a training product on its scope of registration,
- A training product can be completed in a manner which does not meet the requirements of the *Standards for RTOs*, or
- A student will obtain a particular employment outcome where this is outside the control of the RTO.

Client means a student, enterprise or organisation that uses or purchases the services provided by an RTO.

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

- The training product code and title,
- Any relevant currency information, such as whether a qualification has been superseded or removed from a training package;
- Duration,
- Mode(s) of delivery,
- Location,
- Any face-to-face work placement and/or assessment requirements, including:
 - the number of hours required,
 - when placement will occur,
 - who organises placement, and
 - how placement will ensure that assessment methods are met.
- Commencement dates,
- Scheduling,
- Any requirements to commence or complete the training product including:
 - assessment requirements, or
 - whether any licencing or occupational licence requirements apply,

- Details of any third-party arrangements,
- The training support services and wellbeing support services that are available and how to access them,
- Any limitations regarding access to educational and support services and resources,
- Any fees and costs payable by the student, including:
 - payment terms and conditions,
 - refund policies, and
 - the availability of any relevant government training entitlements and subsidy arrangements
- The student's obligations or liabilities, including:
 - any obligations relating to work placements, materials, equipment or IT, costs,
 - processes associated with student withdrawal, and
 - obtaining a Unique Student Identifier
- How and when a trainer and assessor will contact students during the course,
- Expected response times for answering queries and assessment turnaround times,
- Which parts of the course apply to each unit of competency, where one to one mapping between units of competency, clustered unit topics and/or units of study is not adopted,
- That McDonald's Australia RTO is responsible for the quality of the training and assessment during all course services in compliance with the *VET Quality Framework* and the *Standards for RTOs*, and
- That McDonald's Australia RTO is responsible for the issuance of AQF certification documentation the student is entitled to as course services are undertaken.

Course Guides are available on the McDonald's Australia RTO website, provided via email and also via hard copy on request.

Fee Information

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

Third Party Arrangements

McDonald's Australia RTO makes clear where services are being delivered by a third party on the RTO's behalf, including distinguishing where:

- A third party is recruiting prospective students on the RTO's behalf,
- A third party is delivering training and assessment on the RTO's behalf, and
- Another RTO is delivering training and assessment on behalf of the RTO.

Where a third-party is involved in the provision of training and/or assessment services, McDonald's Australia RTO ensures clients have clear information regarding this engagement via the Course Fees Agreement.

McDonald's Australia RTO provides the name and contact details of any third-party involved in the provision of training and/or assessment services, or related educational and support services on its behalf to the client. Clients are able to contact both McDonald's Australia RTO and the third-party at any time.

Where third-party providers are involved in the delivery of training or student services, McDonald's Australia RTO implements strict oversight and contractual agreements to ensure that all external communications align with the RTO's quality and compliance standards. Students are notified of any significant changes that may impact their enrolment or study pathway.

Consumer Rights

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

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

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

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

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

Participant Advice & Selection: Pre-Enrolment Review

Participant Entry Procedure

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

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

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

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

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

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

Academically Suited

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

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

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

ACT Training Initiatives - Initial Skills Assessment

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

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

Upfront Assessment of Need

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

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

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

Interpretation of the Literacy and Numeracy Comprehensive Assessment (LANCA)

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

Pre-Enrolment Review Process

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

The Pre-Enrolment Review is designed to:

- Ensure participants have the ability to communicate effectively in English at a suitable level for the course;
- Ensure participants understand employment pathways or opportunities the course can lead to, employer expectations and working conditions in this field of employment;
- Ensure participants understand industry or regulatory requirements, such as minimum age or police checks, and hold these as relevant;
- Confirm participants' aptitude for learning;
- Identify any competencies previously acquired - Recognition of Prior Learning (RPL) or Credit Transfer;
- Ascertain a suitable, and the most suitable qualification for the participant to enrol in, based on:
 - the individual's existing educational attainment, capabilities, aspirations and interests;
 - due consideration of the likely job outcomes, participation and/or further study opportunities from the development of new competencies and skills;
 - being vocationally relevant and reflecting industry requirements and the workplace setting;
 - minimising duplication of the individual's existing competencies; and
 - meeting the individual's needs;
- Ascertain that the proposed learning strategies and materials are appropriate for that individual, based on:
 - providing reasonable and accessible support to facilitate the individual's participation in training and attainment of skills; and
 - the Volume of Learning, Amount of Training, duration, delivery modes, materials, facilities and equipment are sufficient:
 - to meet the individual's needs; and
 - for the individual to consolidate skills and produce job-ready competencies;
- Where the proposed learning includes portions delivered online, identify the individual's digital capability, including access to necessary technology, and where necessary identify steps to overcome any barriers in this regard; and
- Ensure participants understand course expectations, methods of delivery, cost of the course, additional expenses such as personal protective equipment, location of the course, recognition of prior learning, work placement requirements and attendance requirements.

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

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

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

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

The Pre-Enrolment Review process encompasses:

- Participant identification confirmation;
- Course information & requirements;
- Identifying individual needs and any support services needed, including:

- Existing educational attainment, capabilities, aspirations and interests and individual needs,
- Foundation skills assessment,
- Confirmation of entry requirements and admission requirements met,
- Consultation regarding any specific support needs,
- Previous competencies, credit transfer application (if relevant) and RPL application (if relevant),
- Employer engagement (if relevant),
- Government support eligibility (if relevant), and
- Final planning, course confirmation and enrolment decision.

Each of these components is outlined below.

Government Subsidy / Support Eligibility Assessment

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

Only appropriately qualified and trained McDonald's Australia RTO representatives who have received a Delegation of Authority from the McDonald's Australia RTO Chief Executive Officer are able to undertake government subsidy eligibility assessments.

McDonald's Australia RTO ensures that prospective participants meet the eligibility requirements for any specific jurisdictional training initiatives before finalising enrolment. The determination of such eligibility includes participant eligibility criteria and where applicable, covers specific requirements for the workplace location. McDonald's Australia RTO ensures evidence to support the assessment of eligibility is collected prior to the finalisation of enrolment.

NSW Smart & Skilled Notification of Enrolment Process

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

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

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

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

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

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

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

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

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

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

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

Skills Tasmania - Statement of Rights

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

Fees, Charges and Refunds

The purpose of this policy is to outline McDonald's Australia RTO's approach to the management of fees, charges, and refunds. This policy ensures transparency, fairness, and compliance with the *Standards for RTOs* and *Australian Consumer Law*.

This policy applies to all prospective and current students, as well as personnel involved in the administration of fees, charges, and refunds for courses delivered by McDonald's Australia RTO. It includes all payment types, schedules, and refund processes for courses on the organisation's Scope of Registration.

McDonald's Australia RTO is committed to providing clear and accurate information about fees, charges, and refund conditions to students and stakeholders. The organisation will maintain a fair and transparent process for managing payments and refunds while complying with regulatory and legal requirements.

McDonald's Australia RTO undertakes to provide course services as outlined in the Course Fees Agreement including a statement of fees. The Fees, Charges and Refunds Policy is available on the RTO Website: <https://careers.mcdonalds.com.au/training>

Enrolment and Induction

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

Enrolment

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

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

Confirmation of Enrolment

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

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

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

Induction

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

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

Training Services

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

Guarantee

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

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

Employment Requirements

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

- If the participant is on a National Training Contract (traineeship arrangements), the participant's enrolment will be withdrawn as the national training contract also ceases to operate.
- Training can continue for up to three (3) months at the participant's request.

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

Providing Participant Support

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

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

- Personal Action Letters;
- Crew Essentials/Welcome to our Team and Policies and Procedures Folder;
- Crew Performance Reviews;
- Communication (RAP) sessions;
- Crew meetings;
- Crew Opinion Surveys;
- Open Door Policy(Speak Up Policy);
- Human Resources Department – Human resources consultants;
- Sonder - McDonald's Employee Assistance Program (EAP.) – counselling service;
- Complaints and Appeals Procedures; and
- *Respectful Workplace* policy.

Please refer to the following documents for further information:

- *Welcome to Macca's Handbook*; and

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

Workplace Supervisor Support

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

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

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

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

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

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

Online Service Standards

McDonald's Australia RTO is committed to quality participant centred course services provision that meets each individual participant's needs. McDonald's Australia RTO personnel strive to ensure that their teaching meets this commitment by:

- *Providing a learning environment which recognises differences in participants' ages, experiences, aptitudes, learning styles and background; and*
- *Incorporating flexible delivery methods based on participants' needs.*

McDonald's Australia RTO ensures:

- Participants are supported throughout their study and have clear information about how to access participant support in online modes;
- Participants are only enrolled in courses with online components if this is suitable and appropriate to the participant's needs;
- Participants considering are aware of the minimum requirements to be able to participate in the course;
- Learning materials cover all aspects of a unit of competency and all necessary information to enable competency to be achieved;
- Learning materials are accessible to a wide variety of participants, including complying with the principles of the Web Content Accessibility Guidelines 2.0 for all learning materials published online.
- Participants are engaged in learning and monitored to ensure they continually progress through their program; and
- Participants are assessed against all aspects of a unit of competency and practical skills are assessed using contemporary technology.

The Online Service Standards Policy is available on the RTO website: <https://careers.mcdonalds.com.au/training>

Apprenticeships & Traineeships

McDonald's Australia RTO is committed to delivering apprenticeships and traineeships that meet the needs of industry and align with regulatory requirements. The organisation will work collaboratively with employers and stakeholders to ensure apprentices and trainees are supported throughout their training journey, achieving their learning goals and gaining industry-relevant skills.

By implementing a structured quality assurance framework, McDonald's Australia RTO verifies that apprentices and trainees receive the necessary skills, knowledge, and workplace experience required to meet competency standards. Quality assurance ensures compliance with national and state/territory training frameworks, protects the integrity of qualifications, and enhances employability outcomes for apprentices and trainees. A robust quality assurance system also fosters strong employer and industry relationships, ensuring that apprentices and trainees gain relevant, hands-on experience in a safe and supportive learning environment.

Quality assurance measures include rigorous monitoring of training plans, ensuring compliance with structured training requirements, and tracking the progress of apprentices and trainees through regular engagement with employers and supervisors. McDonald's Australia RTO validates the quality of workplace supervision, ensuring that trainees and apprentices receive appropriate support, guidance, and feedback. Ongoing evaluation, industry consultation, and continuous improvement processes help to identify areas for enhancement, ensuring training remains current with industry developments. Through systematic audits, employer engagement, and compliance with regulatory reporting requirements, McDonald's Australia RTO can maintain high training standards, promote successful completions, and improve long-term workforce outcomes.

Employee & Employer Agreement

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

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

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

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

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

The employer:

1. Meets legal obligations. This involves:
 - Conforming with relevant commonwealth and state/territory legislation, including that relating to apprenticeship/traineeship arrangements.
2. Provides a safe working environment. This involves:
 - Providing a safe workplace, free from workplace, verbal, physical, racial and sexual abuse,
 - Ensuring that all Workplace health and safety requirements are addressed, and
 - Provision of an appropriate introduction to the workplace, stressing Workplace health and safety requirements essential to workplace safety.
3. Supports structured training. This involves:
 - Providing opportunities to develop knowledge and skills,
 - Lodging training contract documentation with the relevant authorities,
 - Participating in the development of the training plan and providing facilities and expertise to assist in the training of the trainee/apprentice in the agreed qualification (this may include on-the-job training, supervision from competent individuals, mentoring, or time off for off-the-job training),

- Ensuring that a record of training is maintained, and
 - Ensuring that the relevant authorities are notified on the completion of the training contract or advising them in instances where the training contract is in danger of not being completed.
4. Provides supervision and support. This involves:
- Providing the trainee/apprentice with a nominated workplace supervisor and could involve a coaching or mentoring arrangement, especially for trainees/apprentices with little experience of work, and
 - Being mindful that trainees/apprentices under the age of 18 are minors, and that their parents or guardians have legal responsibility for them.
5. Advises Trainee/Apprentices of their rights and responsibilities. This involves:
- Ensuring that trainees/apprentices are encouraged to raise issues and problems both in the workplace and with McDonald's Australia RTO,
 - Advising trainees/apprentices of entitlements, such as wages and conditions,
 - Ensuring that the trainee/apprentice is aware that help and assistance is also available from the relevant State/Territory Training Authority, and.
 - Providing comprehensive induction processes for commencing trainees/apprentices to ensure that they are aware, from the time of commencement, of the proposed training program, workplace safety requirements and their rights and responsibilities.

Trainees/apprentices must:

1. Be aware of and make a commitment to fulfil work responsibilities. This involves:
 - Attending and performing work in a professional and courteous manner in accordance with the employer's requirements,
 - Taking care of workplace property and resources,
 - Respecting the rights of other apprentices, trainees and employees in the workplace,
 - Remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer, and
 - Consent from a parent or guardian, if you are less than eighteen (18) years of age.
2. Be aware of and make a commitment to fulfil training responsibilities. This involves:
 - Making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required,
 - Participating in the development of the training plan,
 - Attending training sessions or supervised workplace activities and taking advantage of learning opportunities, and
 - Maintaining a record of training.

Out of Hours Training

A trainee or apprentice must participate in any training required by the agreed training program. If this training is undertaken outside normal working hours this time must be taken as time worked and the trainee/apprentice must be paid the rate prescribed in the relevant industrial agreement / award.

Government Systems

The relevant government authorities in each jurisdiction have a range of web systems that are made available to RTOs to assist in the management of traineeships and apprenticeships.

When McDonald's Australia RTO is nominated as the training provider for and apprentice/trainee, it will use web systems as required in each jurisdiction. McDonald's Australia RTO accesses each system on at least a weekly basis to identify new individuals that have nominated it as their preferred provider.

Notifications

McDonald's Australia RTO immediately notifies the relevant Apprentice Connect Australia Provider (ACAP) if the qualification selected is not appropriate or relevant to the apprentice/trainee's work duties, and request that the employer and apprentice/trainee vary the training contract.

McDonald's Australia RTO notifies the relevant ACAP and state training authority contact in each jurisdiction within twenty-four (24) hours of being notified of the death of an apprentice/trainee.

McDonald's Australia RTO undertakes the notifications outlined below within two (2) weeks of each listed event occurring:

- After first contact with an employer where a training contract needs to be completed notification to the ACAP.
- An apprentice/trainee's non-enrolment notification to the ACAP.
- A situation, including absences, which has the potential to affect completion of the training contract (after making an effort to resolve the matter via contact with the employer and apprentice) notification to the relevant state training authority contact in each jurisdiction.
- Withdrawal/non-start of enrolled apprentice/trainee notification to the ACAP.
- The requirements being met for issuing of a qualification to any apprentice or trainee notification to the ACAP and the relevant state training authority contact in each jurisdiction.
- An apprentice/trainee's change of address notification to the ACAP and the relevant state training authority contact in each jurisdiction via email.

- An apprentice/trainee's change of employer notification to the ACAP.

McDonald's Australia RTO Responsibilities

McDonald's Australia RTO confirms its responsibilities under National Training Contract arrangements as follows:

- Confirm the employer's capacity to train.
- Provide training as nominated on the training contract to full time or part time apprentices/trainees.
- Make all reasonable provisions for the apprentice/trainee to achieve all competencies required for the structured training within the nominal duration of the training contract.
- Advise the apprentice/trainee and their employer that an application for an extension to the term of the training contract must be made if they are unable to complete the structured training prior to the nominal completion date of the training contract (this application should be lodged by the employer via the relevant ACAP).
- Facilitate claims under the Australian Government's Australian Apprenticeships Incentives Program including by providing supporting documents as requested (for example, by the employer, the apprentice or trainee, an *Apprenticeship Support Officer* or an ACAP representative).

McDonald's Australia RTO will typically undertake at least one (1) pre-enrolment consultation to:

- Agree and sign training plan;
- Conduct an agreed process for the Initial Skills Assessment / Pre-Enrolment Review;
- Discuss the process for monitoring work performance;
- Conduct a review of the workplace to ensure the employer/workplace is providing a range of opportunities for the participant to develop competencies and to apply skills in the workplace.

Delivery Practices

McDonald's Australia RTO does not commence Structured Training before:

- The commencement date of the Training Contract;
- Creation of the State Training Authority record or approval (as relevant in each jurisdiction); and
- The Trainer has contacted the employer/workplace supervisor of the Trainee to:
 - Outline the supervisor's responsibilities;
 - Outline the purpose of further contacts; and
 - Develop the Training Plan (in conjunction with the Trainee).

Structured Training

McDonald's Australia RTO may deliver structured training within one or a combination of both of the following modes:

- Off-the-job Structured Training refers to training that is conducted by McDonald's Australia RTO personnel at a McDonald's Australia RTO training site or nominated training facility; and/or
- Workplace based Structured Training refers to training that is conducted by McDonald's Australia RTO training staff at the Trainee's workplace. The Trainee must be withdrawn from regular work duties in order to participate in the training.

For every Trainee who is undertaking some workplace-based training, McDonald's Australia RTO:

- Conducts a workplace induction with the Trainee and supervisor and signs off the Training Plan with the supervisor/employer;
- Ensures the Training Plan aligns with the relevant Training and Assessment Strategy, or documents and justifies any variation from the Training and Assessment Strategy;
- Makes a minimum of four contacts per year (at least one in each calendar quarter) with the employer in person, in writing or electronically to discuss the Trainee's progress against the Training Plan and obtain employer confirmation in writing of the Trainee's competence in the workplace;
- Obtains verification of the face to face visits by acquiring the dated signature of the employer/workplace supervisor and Trainee;
- During the course of the visit:
 - Meets with the Trainee to discuss progress in relation to the Training Plan;
 - Delivers training and/or assessment in accordance with the Training Plan; and
 - Documents the training and/or assessment provided in reference to the competencies;
- Ensures withdrawal time from routine work duties for Structured Training activities, as follows:
- At Certificates III and above, a minimum of three hours per week, averaged over a four week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training);
- At Certificates I and II a minimum of one and half hours per week, averaged over an eight week cycle (pro rata for part time Trainees and only for the duration of competencies delivered and assessed in the workplace if the training program combines Off-the-job Structured Training and Workplace based Structured Training); and
- A maximum of 40 hours of the annual withdrawal time may be delivered as block training within the first 3 months of training for all certificates. This training should focus on compliance and regulatory units and generic skills.
- Where an employer/supervisor is not allowing the Trainee to be withdrawn from routine work duties for the applicable minimum specified time, report the non-compliance if initial consultation with the employer/supervisor does not resolve the issue.
- Make monthly contact by either e-mail, phone with both the Trainee and the workplace supervisor to:
 - Monitor and document the progress of training against the Training Plan;

- Monitor and document the training/learning activities undertaken during the withdrawal time for the previous month; and
- Document the dates and time periods logged as withdrawal time in the previous month.

Apprenticeship & Traineeship Records

Where McDonald's Australia RTO is under a training contract, it keeps the following records:

- The training plan for all apprentices and trainees for whom McDonald's Australia RTO is the nominated training organisation;
- The names and contact details of all employers under training contracts for which McDonald's Australia RTO is the nominated training organisation;
- Records of meetings with employers, apprentices and trainees under each training contract for which McDonald's Australia RTO is the nominated training organisation and records of outcomes of those meetings including:
 - the progress or lack of progress in training by an apprentice or trainee; and
 - any agreed remedial action to address lack of progress in training by an apprentice or trainee; and
 - supports provided by an employer to assist the apprentice or trainee to meet their training goals as set out in the training plan.

McDonald's Australia RTO retains all such records for at least 7 years after the completion, expiry or termination of the training contract to which the record relates.

Assessment

McDonald's Australia RTO has implemented a comprehensive system of assessment based around the principles of assessment and the rules of evidence, that is fit-for-purpose and consistent with each training product being delivered.

The system is quality assured through a risk-informed process of validating assessment practices and judgements. The organisation ensures that assessors are appropriately applying the assessment tools and related guides, and that consistency of assessment is being achieved in practice.

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

The organisation ensures assessment is consistent with the requirements of the training product being delivered.

McDonald's Australia RTO develops and maintains detailed training and assessment strategies that holistically describe the assessment (including how it is conducted and quality assured) in line with each training product on the organisations Scope of Registration and that the organisation delivers.

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

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

All participants:

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

McDonald's Australia RTO assessment approaches are always based on the performance of the individual student. If assessment tasks are undertaken as a group, each student is still assessed on each component of the assessment task.

Regardless of the mode of delivery or engagement, all assessment meets the same requirements.

McDonald's Australia RTO's assessment system is quality assured by appropriately skilled and credentialed people through a regular process of validating assessment practices and judgements. Please refer to the Validation Policy for further information.

Student Code of Conduct

The Student Code of Conduct establishes the behavioural expectations for all students at McDonald's Australia RTO. It promotes a respectful, professional, and safe learning environment while ensuring compliance with academic and industry standards.

This Code of Conduct applies to all McDonald's Australia RTO students across all modes of study (face-to-face, online, workplace-based). It governs behaviour during training, assessments, work placements, and interactions with McDonald's Australia RTO personnel, trainers, assessors, fellow students, and external stakeholders.

General Behaviour & Respect

Students are expected to:

- Treat fellow students and McDonald's Australia RTO personnel with respect, fairness, and courtesy.
- Follow any reasonable direction given by McDonald's Australia RTO personnel, including trainers and assessors.
- Engage in training sessions professionally, avoiding disruptive behaviour.
- Use appropriate language and refrain from excessive or offensive swearing.
- Respect the rights, opinions, and privacy of others.
- Maintain a cooperative and inclusive learning environment.

Academic Integrity

Students must:

- Complete assessments honestly, demonstrating their own knowledge and skills.

- Refrain from plagiarism, collusion, or cheating in any assessment activity.
- Follow all academic integrity guidelines, including referencing sources appropriately.
- Submit assessments by the due date or seek approval for an extension.
- Acknowledge and follow McDonald's Australia RTO's policies regarding the ethical use of Generative AI tools.

Attendance & Participation

Students are required to:

- Be punctual and attend all scheduled training sessions and assessments.
- Participate actively in all learning activities.
- Refrain from using mobile phones during workshops and training sessions unless approved by the trainer for learning purposes.
- Notify McDonald's Australia RTO if unable to attend due to illness or other valid reasons.

Work Health & Safety (WHS) Responsibilities

Students must:

- Observe all normal safety practices, including wearing approved clothing and protective equipment where required.
- Follow all WHS policies and procedures.
- Avoid behaviours that may endanger themselves or others.
- Report any hazards, injuries, or unsafe practices to McDonald's Australia RTO personnel immediately.
- Refrain from smoking in McDonald's Australia RTO buildings and designated non-smoking areas.

Use of McDonald's Australia RTO Property & Resources

Students are expected to:

- Treat all McDonald's Australia RTO facilities, materials, and equipment with care.
- Return McDonald's Australia RTO equipment and materials on time.
- Avoid damaging, stealing, modifying, or misusing any property, including electronic records.
- Follow ICT policies when using McDonald's Australia RTO digital platforms and resources.

Work Placement & Industry Engagement

For students undertaking work placements, they must:

- Adhere to the workplace policies and procedures of the host organisation.
- Represent McDonald's Australia RTO professionally in all work placement activities.
- Follow all industry-specific WHS requirements and wear appropriate safety attire.
- Respect workplace confidentiality and employer expectations.

Behavioural Misconduct

McDonald's Australia RTO students must not:

- Harass, bully, intimidate, or discriminate against fellow students or McDonald's Australia RTO personnel.
- Engage in any behaviour that offends, embarrasses, or threatens others.
- Be under the influence of alcohol or drugs while engaged in learning activities.
- Engage in unlawful or unethical behaviour that could damage the reputation of McDonald's Australia RTO.

Student Support & Complaints Process

McDonald's Australia RTO is committed to supporting students through:

- Learning support and academic guidance.
- WHS and student wellbeing resources.
- Clear procedures for raising complaints and appeals, outlined in the McDonald's Australia RTO Complaints Policy and Appeals Policy.

Cheating & Plagiarism

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

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

Cheating and plagiarism are serious breaches of academic integrity and may result in disciplinary action, including exclusion from a unit, module, or course. To maintain integrity in assessment, students must ensure that all work submitted is their own and properly reference any external sources used.

Examples of cheating and plagiarism include, but are not limited to:

- Submitting any work created by another person as one's own, whether intentional or unintentional.
- Copying another student's work or allowing another student to copy one's work.
- Submitting work that is substantially identical to another student's work.
- Using unauthorised materials or assistance during an assessment.
- Falsifying data or information within an assessment.
- Failing to properly acknowledge sources, including information copied from the internet.

Generative AI

McDonald's Australia RTO acknowledges the increasing use of Generative Artificial Intelligence (AI) tools in various educational and workplace settings. While these tools can support learning and skill development, their use in assessment must align with principles of academic integrity and the competency-based assessment requirements of the Australian VET sector.

Students are expected to demonstrate their own knowledge, skills, and competence in assessment tasks. The unauthorised use of Generative AI tools to produce, modify, or complete assessments without proper acknowledgment may be considered academic misconduct, including plagiarism or cheating.

Permitted Use of Generative AI

Generative AI may be used in assessments only under the following conditions:

- When explicitly permitted by McDonald's Australia RTO within a specific assessment task or unit.
- When students transparently acknowledge the use of AI-generated content, detailing the extent of AI assistance.
- When AI is used to support research, idea generation, or structuring responses, but final submissions must reflect the student's understanding and original work.

Prohibited Use of Generative AI

The following uses of Generative AI are considered breaches of academic integrity:

- Submitting AI-generated responses as original student work without acknowledgment.
- Using AI tools to complete assessments intended to measure individual competency.
- Fabricating evidence, data, or work-based examples using AI.
- Bypassing assessment conditions that require independent completion, such as supervised assessments or practical demonstrations.

McDonald's Australia RTO reserves the right to verify student submissions using AI detection tools, plagiarism-checking software, and direct questioning to confirm the authenticity of student work. Suspected misuse of AI will be investigated under McDonald's Australia RTO's academic integrity and misconduct procedures.

McDonald's Australia RTO has developed a Generative AI Implementation Strategy to guide the ethical and appropriate use of AI in training and assessment.

Complaints

All complaints raised by students, personnel, and other stakeholders are handled in a fair, transparent, and consistent manner. The policy aims to promote a culture of integrity and continuous improvement.

This policy applies to all complaints received from students, personnel, industry partners, and other stakeholders regarding the services, operations, or conduct of the organisation. This policy and processes implemented are aligned to requirements outlined in ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations.

The organisation is committed to providing a safe, supportive, and quality environment for all stakeholders. All complaints will be managed professionally, confidentially, and in accordance with the principles of natural justice, ensuring that complainants and respondents are treated fairly and respectfully.

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

These include communication (RAP) sessions (for crew and/or managers), crew and manager meetings, performance reviews, our Open Door policy and the Personal Action Letter (PAL) program. The McDonald's Australia RTO Customer Service Hotline is also available at:

Phone: 02 9875 7100

Email: mcs33dback@au.mcd.com

Please refer to the Welcome to Macca's Employee Handbook for further information.

Appeals

All appeals raised by students, personnel, or other stakeholders regarding decisions made by the organisation are managed fairly, transparently, and consistently. The appeals process is designed to uphold the principles of natural justice and ensure that all parties are treated equitably.

This policy applies to all appeals relating to decisions made by the organisation, including but not limited to:

- Application outcomes.
- Assessment outcomes.
- Disciplinary actions.
- Complaints resolution outcomes.

This policy and processes implemented are aligned to requirements outlined in *ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations*.

The RTO Complaint, Grievance, Dispute and Appeals Policy is found on the RTO Website: <https://careers.mcdonalds.com.au/training>

Evaluation

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

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

Qualifications Issuance

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

McDonald's Australia RTO has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the participant has completed all requirements. While McDonald's Australia RTO delivers at multiple locations and through third party arrangements, it has centralised issuance of certification to strengthen these controls. Certification is only issued to participants after they have fully demonstrated competence, with a AQF Certification Documentation Issuance Checklist completed on each participant file prior to documentation issuance.

Australian Qualifications Framework Requirements

McDonald's Australia RTO ensures:

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

Qualifications Pathways

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

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

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

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

Credit Arrangements Register

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

Unique Student Identifier (USI)

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

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

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

Issuance Timelines

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

- The AQF qualification in which the student is enrolled is complete, or

- The student has completed one or more units of the qualification and subsequently withdrawn, and
- All agreed fees the student owes to the RTO for that training product have been paid.

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

Reissue of Testamur Documentation

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

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

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

A fee of \$33.00 including GST per request applies to all re-issue of documentation requests. All documentation re-issues occur within thirty (30) calendar days of receipt of the Qualification Reissue Form with accompanying fee payment.

Ready to Begin

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

You can contact the RTO team at any time through:

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

