



Welcome to MTACS

Mining Transport and Construction Services Pty Ltd (MTACS RTO 52053) is a Registered Training Organisation (RTO ID 52592) in Australia that delivers nationally recognised vocational education and training (VET) qualifications.

MTACS offers training programs in Civil Construction, Civil Construction Plant Operations and Surface Extraction Operations.

MTACS respectfully acknowledges the traditional custodians of the land on which we operate and pay our respects to elders past, present, and emerging.

Partnership with Training Alliance Group(TAG)

Mining Transport and Construction Services Pty Ltd (MTACS RTO 52053) has a third-party agreement with Training Alliance Group (TAG), which provides various services on behalf of ABV RTO such as including marketing, student recruitment, training, assessment and issuance of qualifications. MTACS is responsible for all actions taken by Training Alliance Group under this agreement. MTACS RTO is fully owned by Training Alliance Group.

Our Approach

- ▶ Student-Centered Approach:
- ▶ Students are active and engaged in their own learning
- ▶ Collaborative learning - pair work and group work
- ▶ Experiential learning - practical, hand-on tasks
- ▶ Simulated workplace environment
- ▶ Fair and equal treatment at all times

Courses on Scope

- RII30820 Certificate III in Civil Construction Plant Operations
- RII30920 Certificate III in Civil Construction
- CPCWHS1001 Prepare to Work Safely in the Construction Industry

Our values

- ▶ We welcome students from diverse backgrounds and provide equal opportunities and a safe, inclusive learning environment
- ▶ There is zero tolerance towards any form of discrimination, bullying or harassment

Code of Conduct

- ▶ For the rules and standards of behaviour that apply to all students at our training venues, please refer to your copy of the Code of Conduct
- ▶ Code of Conduct Policy is also available on our website www.mtacs.com.au

Student Support

We offer:

- ▶ Academic support
- ▶ LLN support
- ▶ Psychological counselling by a registered clinical psychologist (metropolitan areas)
- ▶ Assistance with transport to and from training venues (selected training venues)
- ▶ Light lunches (selected training venues)

Who should you talk to?

If you have any problems, questions, concerns or support needs:

- ▶ Speak to your Trainer/Assessor first.
- ▶ Your trainer will refer you to the right support staff or external agency:
 - Enrolment - Training Coordinator
 - LLN, Disability/Special needs specialist (external)
 - Personal - Internal Psychologist or Career Advocate
- ▶ We may refer you to external specialist support at your own cost.

If you do not
wish to talk to
your trainer

- ▶ Call our main office on 1300 436 756
and ask for the Training Coordinator

or

- ▶ Email: enquiries@mtacs.com.au

Complaints and Appeals

Complaint - Personal treatment/behaviour by staff or other students

- ▶ Informal: resolved between parties concerned
- ▶ Formal: must be made in writing on “Complaint Form”
 - Formal complaint will be investigated and resolved within 60 days
 - “Complaint Form” is available on our website

Complaints and Appeals

- ▶ Appeal - Against assessment decision must be made in writing using an “Assessment Appeal Form”
- ▶ Appeal - Against other decisions made by the RTO must be made in writing using “Student Appeal Form”
- ▶ Appeals must be made within 3 months of an assessment outcome
- ▶ All appeals will be processed within 10 business days
- ▶ All forms are available on our website

Complaints and Appeals

If you want to discuss a complaint or an appeal or its process, you have the following options:

- ▶ Speak to your trainer
- ▶ Call our main office on 1300 436 756 and ask to speak to the Training Coordinator
- ▶ Email: enquiries@mtacs.com.au

Privacy and Student Records

- ▶ We guarantee that we will keep your personal information private
- ▶ Please refer to “Privacy Policy” available on our website
- ▶ Please refer to the information on privacy in the Student Handbook
- ▶ If you would like to see your training records or update any details, please call 1300 436 756 and ask for the Training Coordinator or email: enquiries@mtacs.com.au

Fees, Withdrawals and Refunds

For further information on fee payments, withdrawals, and refunds, please visit our website and review the following documentation:

- ▶ Student Withdrawal Policy
- ▶ RTO Fees and Charges Policy
- ▶ DTWD VET Fees and Charges
- ▶ Student Handbook

Attendance

- ▶ Students must attend all scheduled classes
- ▶ Absenteeism will affect your ability to commence units and complete assessments
- ▶ Absenteeism may result in a delay in completing a course or inability to complete the course
- ▶ Students with frequent absences will be referred to Management for an Intervention Plan
- ▶ Please refer to “Student Attendance Policy” available on the website

Dress Code

- ▶ Please ensure that you wear appropriate attire for the training environment
- ▶ Some courses will require you to wear Personal Protective Equipment (PPE) and closed in shoes

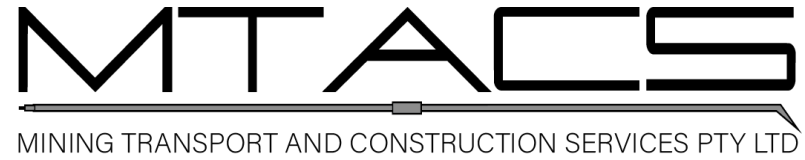
Competency Based Assessment

- ▶ Evidence of knowledge and skills
- ▶ Students are evaluated as ‘Satisfactory’ or ‘Not Yet Satisfactory’ in each assessment task within a unit and as ‘Competent’ or ‘Not Yet Competent’ for the overall unit of competency.
- ▶ Once you have achieved a ‘Competent’ outcome in all units required for your course, you will be issued with a Statement of Attainment or a Testamur Certificate and record of results.

Reassessment

If you are deemed as 'Not Yet Satisfactory' or 'Not Yet Competent', you will be given the opportunity for reassessment

- ▶ Theory: three attempts
- ▶ Practical: two attempts
- ▶ Thereafter, on a case-by-case basis



Thank You and Welcome!

We wish you a productive and successful learning journey!

