



# Welcome to MTACCS

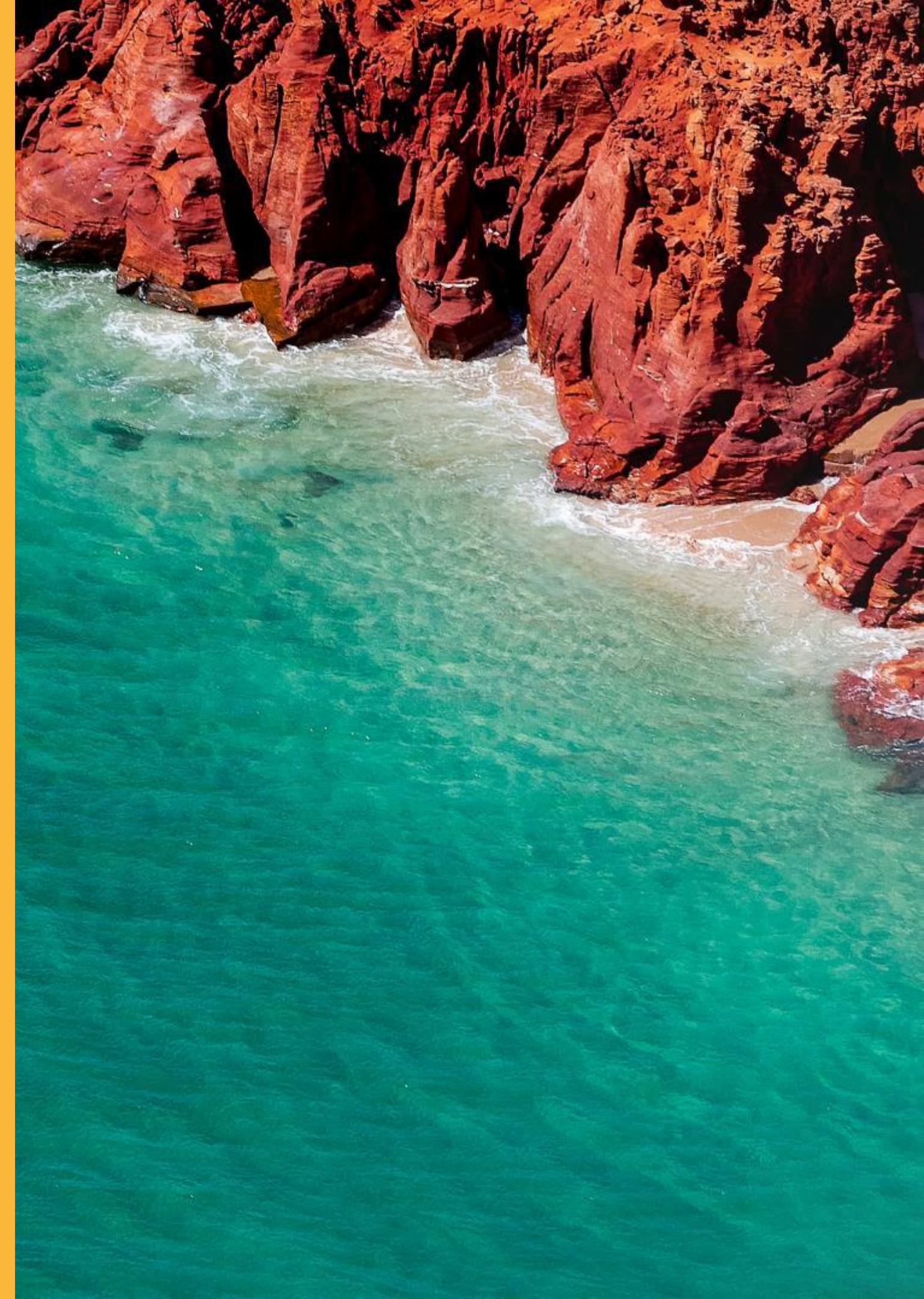
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Mining Transport and Construction Services Pty Ltd (MTACCS RTO 52053) through its partnership arrangement with Training Alliance Group (TAG) supports engagement in quality training across a variety of sectors such as construction, mining, transport and logistics.

# Acknowledgement of Country

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





# Our Approach

➔ Student-Centered 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
- ▶ Fair and equal treatment at all times

# Courses on Scope

## **CPC20220**

Certificate II in  
Construction  
Pathways

## **RII20120**

Certificate II in  
Resources and  
Infrastructure  
Work Preparation

## **RII20220**

Certificate II in  
Surface Extraction  
Operations

## **RII30120**

Certificate III in  
Surface Extraction  
Operations

## **RII30820**

Certificate III in  
Civil Construction  
Plant Operations

## **RII30920**

Certificate III in  
Civil Construction

## **TLI20421**

Certificate II in  
Supply Chain  
Operations

# 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





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# 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.



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# Student Support

## We Offer:

- Academic personal counselling and 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)



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# Who Should You Talk To?

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

- ▶ Speak to your trainer first.
- ▶ Your trainer will refer you to the right support staff:
  - Enrolment – Training Coordinator
  - LLN – Compliance Manager
  - Personal – Internal Psychologist or Career Advocate
- ▶ We may refer you to external specialist support (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 us on  
**[training@trainingalliance.com.au](mailto:training@trainingalliance.com.au)**



# Complaints and Appeals

**Complaints** - Personal treatment / behaviour by staff or other students

Informal:  
Resolved between parties concerned

Formal: in writing on “Complaint Form”  
(available on website)

Will be investigated and resolved within  
60 days



# Complaints and Appeals

**Appeal** - Against assessment decision or other decisions made by the RTO

In writing using an “Appeals form”  
(available on website)

If is about assessment results, must be made within 3 months of an assessment outcome

Will be processed within 10 business days



# Complaints and Appeals

If you want to discuss a complaint or an appeal, 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 us on  
**[training@trainingalliance.com.au](mailto:training@trainingalliance.com.au)**



# Privacy and Student Records

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We guarantee that we will keep your personal information private

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Please refer to the information on privacy in the Student Handbook

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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 [training@trainingalliance.com.au](mailto:training@trainingalliance.com.au)

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# Fees, Withdrawals, and Refunds

For further information on fee payments, withdrawals and refunds, please refer to:

- Our website
- The Student Handbook





# Attendance

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Students must attend all scheduled classes

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Absenteeism may result in a delay in completing a course or inability to complete the course

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Absenteeism will affect your ability to commence units and complete assessments

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Students with frequent absences will be referred to Management for an Intervention Plan





# Dress Code

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- Please ensure that you wear appropriate attire for the training environment
- Some courses will require you to wear Personal Protective Equipment 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.



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# 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



**We wish you a  
productive and  
successful learning  
journey!**

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