

# STUDENT HANDBOOK

## HANDBOOK DISCLAIMER

This Student Handbook is provided to students enrolling in training with **Mining Transport and Construction Services Pty Ltd (MTACS)(RTO 52053)**.

When receiving this resource as a hardcopy, the information contained within is accurate at the time of printing. From time to time, changes to legislation, company policies, or fees may impact on the currency of this information. For updates, please refer to <https://www.trainingalliance.com.au/australian-business-and-vocational-training-rto-52592/>

Please read this Student Handbook carefully as it contains important information to guide you through your course. Topics are arranged in alphabetical order to make it easy to locate the information you are seeking.

We wish you every success in your studies and your future endeavors.

## CONTACT DETAILS

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## OUR VISION

Quality education and meaningful employment.

“Everyone in our community, regardless of their income or social position, will be able to access education and training that will benefit them in gaining employment and advancing their career aspirations.”

## OUR VALUES

- Person-centred
- Integrity
- Innovation
- Excellence
- Adaptable
- Engaging
- Success
- Working with communities
- Collaboration

## OUR MISSION

Work with individuals, employers and communities to deliver quality training and education services, exceeding customers’ and stakeholders’ expectations;

Work with individuals to support them to achieve their employment goals through skill development;

Build a strong, sustainable organisation to become a national leader in training and employment services.

MTACS tailors its training to suit individual client needs, which includes both experiential and classroom based learning. MTACS provides considerable support for organisations to provide their employees with the opportunity to have their skills recognised and enhanced through these formal training programs. The aim is to provide individuals with skills to enhance their career or create opportunities to secure employment.

MTACS is a leading provider of education in Western Australia whose purposes to pass on knowledge, skills and/or capabilities to other West Australians. The company provides vocational and education training through it’s partnership arrangements to a range of participants including, long term unemployed; youth aged 15-24; indigenous and persons from culturally and linguistically diverse backgrounds.

## ACADEMIC MISCONDUCT

All work submitted by students must be their own. Academic dishonesty undermines the integrity of our assessment processes and issuance of qualifications and damages the reputation of our RTO. Most significantly, it reduces the knowledge/skills gained by students during their studies. Acts of academic dishonesty are deemed to be academic misconduct and treated as a very serious matter by our RTO.

### DEFINITIONS

We define Academic Misconduct as any conduct by a student in relation to academic work that is dishonest and includes, but is not limited to:

- Plagiarism
- Unauthorised collaboration (collusion)
- Theft of another student's work

### PLAGIARISM

Plagiarism occurs when a student submits the work of another person as their own work or copied directly from a source without acknowledgement. The fact that a student did not intend to plagiarise does not prevent it from being considered plagiarism.

### UNAUTHORISED COLLABORATION - COLLUSION

Collusion occurs when a student works with another person for a fraudulent purpose with the intention of obtaining an advantage by submitting a co-authored assignment or other work. This can occur when:

- A student works with others on an assessment that is meant to be individual
- A person/student completes an assessment in part or in its entirety for a student

### PENALTIES FOR ACADEMIC MISCONDUCT

We will impose a penalty on any student who is found to have committed an act of Academic Misconduct. Penalties may include:

- Counselling/warning
- A request for resubmission
- Having to repeat a unit
- Removal from the program

The penalty applied will depend on the nature and extent of the academic misconduct and will be formally recorded on the student's file.

### ACCESS AND EQUITY

We actively support and encourage people of all abilities and backgrounds to participate in training programs. We are committed to integrating access and equity principles into all services we provide to our students, clients and community. All staff recognise the rights of learners and provide information, advice and support on our services. Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

We provide a safe learning environment to all students regardless of cultural background, gender, sexuality, disability or age. All participants have the right to learn in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner. Our RTO is committed to complying with State and Federal Anti-Discrimination and Equal Employment Opportunity laws.

Students who have a language barrier may request that an interpreter attend the training (except high-risk courses). This must be supplied by the student at their own cost. We may refer students to additional support services that they require, at the student's own cost.

Please provide details of any potential barriers to your learning during the training enrolment process in order for our training staff to tailor a suitable learning pathway.

## ALCOHOL AND DRUGS

We recognize that alcohol and drug abuse can affect one's ability to safely perform training and is deemed to be a work health and safety risk. Our RTO has a zero tolerance policy in regards to the use of drugs and consumption of alcohol whilst on any of the RTO sites or training locations. We do not tolerate students attending training under the influence of drugs or alcohol. If the student is affected by prescription medications, they must cease any activities immediately and report this to their Trainer.

Students are be advised that they may be subject to Random Drug Testing. Students requested to submit to a test have the right of refusal however they will be advised of the outcome if they chose to decline the test by the Chief Operating Officer – Training (COO – Training).

## ATTENDANCE

Students are required to attend all scheduled classes for their course. Absenteeism will impact on a student's ability to commence and be assessed in units of competency and may result in a delay in completion of the program. Absences of more than five days from a training program will result in administrative follow up and the formation of an Intervention Plan. Medical absences from training will require submission of a valid medical certificate to the Administration office.

Funded students must attend and complete all units of the course. Students will not be allowed to attend delivery of machinery units if they have not completed the units preceding the machinery units.

Students who do not attend their classes will be withdrawn from their studies if they do not make contact with the RTO and make their intentions known within a 12 week period after the initial expected course completion date.

**Please note: Issuance of Qualification is dependent on both attendance and face-to-face class hours. Failure to meet either requirement will result in the student unable to received their Qualification certificate.**

## BAGS AND VALUABLES

Please keep your bag and valuables with you at all times whilst training with us. You should avoid, as far as possible, bringing large sums of money or expensive personal items to your training sessions. Please be aware that we are not responsible for any lost or stolen items.

## BULLYING AND HARASSMENT

In accordance with legislation and our commitment to providing a safe learning environment, harassment, bullying and intimidation, including sexual harassment, will not be accepted in the training environment. If you have any concerns, please speak with your trainer, the RTO Training Coordinator and/or Student Administration. Any reported cases of harassment, bullying, discrimination and/or intimidation will be taken very seriously and investigated further.

## CANCELLATION, WITHDRAWAL AND REFUNDS

### JOBS AND SKILLS

Formal written notification is required. Students are eligible for a refund of tuition fees and or resource fees under the following circumstances:



- A full refund will be provided if a unit is cancelled or re-scheduled to a time unsuitable to the student or a student is not given a place due to the maximum number of places being reached.
- Students who lodge a written withdrawal before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee and 50% of the resource fee.
- If a student can produce reasonable documentary evidence of serious illness, injury or disability or other exceptional circumstances preventing the student from completing the course, the RTO may approve a pro rata refund.

**Please note:** Students who withdraw from their course without notifying the RTO in writing may not be eligible for a refund. Withdrawal Forms are available from the Administration Office and on the website.

#### FEE FOR SERVICE (NON-FUNDED)

- Formal written notification of withdrawal is required. A full refund will be provided if a unit of competency, qualification or training is cancelled or re-scheduled to a time unsuitable for the student
- A full refund will be provided prior to unit of competency commencement – the withdrawal request must be submitted 7 days prior to commencement of the unit
- A partial refund of 50% will be provided for withdrawal within 7 days of unit of competence commencement. A \$50.00 administration charge will apply.
- Outside of the above, individual circumstances will be considered by the RTO on a case by case basis to determine refund suitability (supporting documentary evidence must be provided).

#### COURSE CANCELLATION

We reserve the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, our liability will be limited to the amount of fees already paid.

In the case that the RTO closes or ceases to deliver any part of the training product the learner has enrolled in, any fees paid will be refunded in full. If the student has been deemed competent in any of the units within the course, a Statement of Attainment will be issued.

#### CERTIFICATES AND QUALIFICATIONS

##### FULL COMPLETIONS

On successful completion of your training program and provided that all fees are paid in full (where applicable), the RTO will issue a Qualification or Statement of Attainment whichever is relevant for the course you are completing.

**Please note: *Issuance of Qualification is dependent on both attendance and face-to-face class hours. Failure to meet either requirement will result in the student unable to receive their Qualification certificate.***

##### PARTIAL COMPLETIONS

If you are unable to achieve the full qualification, or if you have enrolled in a skill set or single unit of competency, you will be issued with a Statement of Attainment with a list of the units achieved.

#### INFORMATION APPEARING ON CERTIFICATES

Certificates and Statements of Attainment will include the following (where applicable):

- RTO name, code and logo
- The name of the person receiving the credential
- The title and code of the accredited course and units

- A unique certificate number
- The date of issue
- Signature of RTO's authorised signatory
- The Nationally Recognised Training logo

## PROVISION OF CERTIFICATES AND REPLACEMENT CERTIFICATES

Certificates and Statements of Attainments will be provided within 30 calendar days of the student exiting their course or the student's final assessment being completed and found to be competent as per the compliance requirements in the Standards of RTOs 2015. Qualifications are issued under the authority of the Australian Skills Quality Authority and recognised nationally within the Australian Qualifications Framework.

Re-issuing of certificates and statements of attainment require a request in writing from the student to the Administration office for processing, and this may incur a fee.

## CLASSROOM BEHAVIOUR

All students are expected to comply with the following rules of behaviour whilst enrolled at our RTO:

- Demonstrate mutual respect for staff and fellow students
- Turn off mobile devices, and portable personal music players during class times
- Prepare for each class by completing the required reading
- Attend all classes except when prevented by illness or exceptional circumstances
- Arrive at classes at the scheduled time as late arrival is both disrespectful and disruptive to trainers and fellow students
- Participate actively in learning activities
- Avoid all forms of general and academic misconduct
- Provide constructive feedback when evaluating courses and trainers
- Refrain from any activities that might have a negative impact on other members of the community
- Familiarise themselves with the responsibilities required of their course
- Refrain from eating or drinking (except for water) in classrooms at any time. Food and beverages may be consumed during scheduled class breaks.
- Abide by any other rules of classroom behaviour as determined by, and/or negotiated with their trainer

## CODE OF CONDUCT

All students are provided upon enrolment with a copy of the Code of Conduct to be read and signed. The purpose of the Code of Conduct is to inform students of the expected standards for conduct required whilst engaged in our training programs. Breaches of the Code of Conduct will be thoroughly investigated and penalties applied in alignment with the severity of the breach. Students should be aware that a breach of the Code of Conduct may, in serious cases, result in their removal from the training program.

## COLLECTION OF INFORMATION

At times, it is necessary to collect additional information from official sources such as Government departments, referring organisations and other third-party sources in order to confirm the eligibility of applicants to participate in funded programs or to confirm previous qualifications. In the event of being unable to confirm entitlements, there may be reason to deny or delay training. Students are required to provide consent for the RTO to acquire verbal and written evidence, including copies of documents or statements held by certified third parties.

## COMPLAINTS AND APPEALS PROCESSES

The RTO has an Informal and Formal Complaints and Appeals Procedure to help resolve any issues students may have in relation to their training. The Complaints and Appeals Policy is based on the principles of natural

justice and procedural fairness and aims to assist all students or parties to resolve disputes, settle grievances, and receive a fair hearing.

Student concerns will be handled in the strictest confidence. Lodging a complaint or appeal will not affect a student's ability to continue studying or obtain other services that the student is eligible to receive.

## INFORMAL PROCESS

- Learners may attempt to resolve a complaint directly with the parties concerned through discussion and through mutual agreement
- Students may seek support with an informal complaint by discussing it with their trainer who may direct them to other relevant staff members
- If the student does not wish to discuss the complaint with the trainer (or if the complaint is about the trainer), the student may contact the RTO via the provided telephone number or email address and seek the support of the Training Coordinator or COO - Training who may refer the matter to other staff members as required
- Learners may be accompanied by a third party of their choice to support them in the informal process discussion
- All informal complaints when finalised will be reported to management for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not
- The complaint will be recorded in the Complaints and Appeals Register
- All informal complaints that are not resolved with learners by mutual agreement with staff will require the completion of the formal complaints process

## FORMAL PROCESS

- When a learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff/relevant parties), the learner may submit a formal complaint to the COO - Training by utilising the Student Complaint Form available on the website.
- The COO - Training will respond in writing to all formal learner complaints within 5 business days of receipt of a Student Complaint Form.
- When a complaint is recognised as requiring more than 60 calendar days to resolve, the manager must inform the complainant in writing, including reasons why more than 60 calendar days are required and regularly update the complainant on the progress of the matter.
- The manager shall respond to formal complaints from learners in writing proposing a resolution to the complaint.
- Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to the RTO Directors (Directors) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

## APPEALS PROCESS FOLLOWING A FORMAL COMPLAINT

In the event of a learner advising that they are dissatisfied with the proposed solution for a formal complaint, the Directors shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

## EXTERNAL APPEALS

- The RTO Directors shall advise the learner that an Independent Third party shall be sought to consider the nature of the complaint /appeal and a possible further resolution at no cost to the learner

- The selection of the Independent Third party shall be communicated to the learner and the selection must be with the mutual agreement of the learner
- The RTO Directors shall make contact with the Independent Third party and provide all documentation related to the formal complaint and learner contact details.
- Independent adjudication responses must be within 7 days from the date that all formal complaint/appeal documentation is provided to the Independent Adjudicator
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve, management must inform the appellant in writing, including reasons why more than 60 calendar days are required and regularly update the appellant on the progress of the matter
- On receipt of the formal complaint documentation, the Independent Third party shall make contact with management and the learner and arrange a suitable time for further discussion pertaining to the formal complaint/appeal
- All Independent Third Party proposed solutions shall be final and be reported to management and the learner in writing and will require immediate implementation by both parties.

## ASSESSMENT RESULT APPEALS

All appeals from learners relating to assessment results must be received within 3 months following the date of the competency decision.

## ASSESSMENT APPEALS PROCEDURE

Staff delivering training and assessment services on behalf of the RTO will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure
- Clarify any aspects of the assessment results that a student does not understand
- Provide each student that requests an assessment appeal with the required Student Appeal form or direct them to the website
- Communicate directly via email as soon as possible with RTO management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision
- RTO Management will be required to:
- Schedule a meeting with the student when a completed assessment appeal form is received
- Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome
- All assessment appeals will be processed by RTO management within 10 days of receipt of an appeal. All assessment appeals must be recorded on the student's file
- Student records will be adjusted to comply with RTO management appeal outcome decisions

## OTHER APPEALS

Students may also appeal against any other decision taken by the RTO (e.g. fee payment issue, exclusion from a course) by using the Student Appeal form.

In this case, RTO Management will be required to:

- Schedule a meeting with the student when a completed appeal form is received
- Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome
- All appeals will be processed by management within 10 days of receipt of an appeal. All appeals must be recorded on the student's file
- Student records will be adjusted to comply with management appeal outcome decisions
- Students may avail themselves of the external process should they be dissatisfied with the outcome of the internal appeal process

## COMPLAINTS AND APPEALS RECORDS

The RTO shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in the RTO Management meeting minutes, identifying potential causes of complaints and appeals and taking appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

Records of all informal and formal complaints and appeals will be recorded in the meeting minutes.

## EXTERNAL COMPLAINTS

If the student feels that their complaint/appeal has not been resolved, they may request a review from an independent body.

If the complaint is related to a potential breach of the Standards for RTOs, submit the complaint through [asqaconnect](#).

If the complaint required a personal resolution, and is related to issues such as refunds, issuance of certification or allegations of harassment, refer to the Agencies below:

AGENCIES (WA)	ISSUES RELATING TO	CONTACT DETAILS
Consumer Protection Agencies	<ul style="list-style-type: none"> <li>Information about seeking refund or a cancellation of student's course fees</li> <li>Information about student's rights and obligations</li> <li>May be able to help with negotiating with the training provider</li> </ul>	<a href="#">Consumer Protection</a> Phone: 1300 304 054
Ombudsman	<ul style="list-style-type: none"> <li>Fees and refunds</li> </ul>	<a href="#">Ombudsman Western Australia</a> Phone: 1800 117 000
Overseas Student Ombudsman	<ul style="list-style-type: none"> <li>Studying with a private provider in Australia</li> </ul>	<a href="#">Ombudsman Commonwealth</a> Phone: 1300 362 072

## COMPETENCY BASED ASSESSMENT

Vocational Education and Training (VET) aims to provide people with the skills and knowledge they require to:

- enter the workforce for the first time
- re-enter the workforce after an absence
- train or re-train for a new job
- upgrade their skills
- progress into further study including further VET or university courses

Training in the VET sector is competency based. Competency based training and assessment requires that all parts of a unit of competency are addressed in order for a candidate to be deemed competent in that unit. To be found competent, students must provide sufficient evidence of their knowledge and skills. Students are evaluated as Satisfactory or Not Yet Satisfactory in each assessment task in a unit and as Competent or Not Yet Competent for the overall unit (See Reassessment). 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 Certificate and record of results.

Methods of assessment used by our RTO includes but are not limited to:

- Written theory questions
- Oral questioning
- Practical tasks
- Third party evidence
- Portfolio of evidence e.g. photographs, reports

Your trainer will fully explain the requirements of each assessment before the assessment takes place and supply you with the date, place and time of assessment. You have the right to indicate your readiness to undertake assessment and to negotiate a different assessment date with your trainer if required.

## COMPLIANCE WITH LEGISLATION

We will inform all students of any Commonwealth, State and Regulatory requirements that affect their participation in training. Students will be provided this information at enrolment. Copies of this will be made available to students upon request. Please ask your trainer, the Training Coordinator or our Administration Office if you require any further information. Additionally, we will make all students aware of any legislative or regulatory changes affecting them during the course of their training.

## COURSE SUITABILITY

Potential candidates for an RTO course are required to complete a course suitability process designed to ensure any student enrolled has been fully informed of course expectations and outcomes. Candidates provide information about current skills, knowledge and experience which our RTO staff will review against the specific course criteria.

## CREDIT TRANSFER

The RTO recognises and accepts AQF qualifications and Statements of Attainment that have been issued by other RTOs and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation,  
OR
- b) Authenticated VET transcripts issued by the registrar

Learners are not required to repeat any unit or module in which they have already been assessed as competent.

Credit Transfer requests should be submitted upon enrolment or as soon as possible after enrolment by providing us with the required documentation. There is no charge for Credit Transfer.

## DISRUPTIVE BEHAVIOUR

To ensure all learners are provided with an equal opportunity to learn and achieve, disruptive behaviour, including offensive behavior and language usage, will not be tolerated. Any student who exhibits such behaviour will be asked to leave the premises immediately and risks being permanently removed from the course.

## DRESS CODE

Our students are expected to dress in neat, casual clothing. In accordance with our equity and diversity principles, please wear clothing that is modest and suitable for the training environment. Where a course requires it, students will be expected to wear relevant Personal Protective Equipment (PPE) including high

vis, steel cap boots, eye protection, gloves etc. Students are informed at enrolment of any specific requirements for their course.

## FEEDBACK

Our RTO continuously work to improve the quality of our training services.

Feedback from students is a fundamental part of improving our training services. A Student Feedback Form will be provided to you during or after your training and we hope that you will take the opportunity to complete the form. We also welcome feedback at any time throughout your course.

Please be assured that any comments you provide as part of this process are totally confidential unless you would like to provide your details for follow up, and are only used for the purposes of improving the quality of our services to students.

## FEES AND CHARGES

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made, or fees and charges have been waived.

- It is preferred that fees are paid by EFT, or credit card (Visa or MasterCard)
- Cash or cheque payments can be organised upon request
- Students may apply for a fees and charges waiver on the grounds of severe financial hardship (supporting evidence will be required)
- Payment can be arranged by instalment
- Certificates and Statements of Attainment will not be issued until all fees owing are paid. This is in accordance with the Standards for RTOs 2015 guidelines.

## PAYMENT OF FEES IN ADVANCE

Requests for acceptance of fees in advance of delivery of training services need to be made in accordance with the Standards for RTOs 2015, Schedule 6.

This means that we will not collect fees before the commencement of a course of more than \$1,500 from an individual or where the payer is a company. Our payment policy for traineeships (progressive billing) is designed to comply with this condition.

Further increments will be paid during and upon completion of the course. These increments will not be greater than \$1,500 in any one payment. Please refer to individual qualification payment schedules for more information.

## PAYMENT PLANS/INSTALMENTS

Interest free payment plans are available via EziDebit. Students will be required to complete an application form upon enrolment if choosing this method. Any debt collection costs associated with payment plans are the responsibility of the student.

## PAYMENT METHODS

Payment can be made via Debit Card, Visa, Mastercard, EFTPOS, or Direct Bank transfer (please contact the Administration office for bank details).

Credit/Debit card payments can be made via phone or in person at the West Perth office.

## PAYMENT TERMS

Payment must be made within 14 days from the issue of the invoice.

Overdue invoices may be forwarded to a Debt Collection Agency for recovery. Costs for debt collection will be charged to the individual/company.

Certificates or Statements of Attainment will not be issued until course fees are paid in full.

### RECOGNITION OF PRIOR LEARNING (RPL) FEES

RPL fees will be charged at the same rate as the fee for nominal hours outlined in the current VET Fees and Charges Policy document. A \$150.00 non refundable application fee will apply for a full qualification.

### ADDITIONAL FEES

Additional fees that may be charged are outlined below.

Where training is undertaken as part of a state funded arrangement, additional Fees and Charges are guided by state funding body policies and contractual requirements.

### RE-ASSESSMENT

All students are provided with a minimum of three theory reassessments and two practical reassessments at no additional charge.

### WALLET CARD FEES

Where a student requests a wallet card which is not included as part of the course, then a fee will be charged. Wallet cards are included in the course cost for White Card, Basic Worksite Traffic Management (BWTM) and Traffic Controller (TC) courses, and License to Operate a Forklift Truck (issued by WorkSafe). Subsequent reissuance or replacement card fees applies, refer to the table below.

The fees for replacing the cards will be as follow:

INITIAL & SUBSEQUENT CARD ISSUANCE	FROM 2023
First issued upon course completion (White Card and BWTM/TC Card)	Free
Request for a wallet card which is not included as part of the course	\$30
Replacement of BWTM/TC Card (E.g.: Name change, lost card, damaged card, wallet got stolen)	\$50
Replacement of White Card (E.g.: Name change, lost card, damaged card, wallet got stolen)	\$20
Replacement / renew high risk work licence card	Please contact WorkSafe. WorkSafe fees apply.



## RE-ISSUE/REPLACEMENT OF ACADEMIC STATEMENT

Where a student requests for a replacement of academic statement or a qualification record, the following fees apply.

The fees will be as follow:

DESCRIPTION	FROM 2023
Replacement of Statement of Attainment (SOA)	\$30
Replacement of Certificate and Academic Record	\$50
Reissue/Resending SOA or Certificate and Academic Record via a valid email	Free

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Students wishing to enrol in training with the RTO are required to complete an online test of Language, Literacy and Numeracy (LLN) via the LLN Robot.

This diagnostic tool has been designed to assess each learner's ACSF level across learning, reading, writing, oral skills and numeracy. The assessment is used to determine that the learner's capabilities align with the course AQF level. If it is identified that the student may find it difficult to complete the course in part or full with their existing LLN levels, a number of options may be available to them including:

- One on one tutoring with trainers in house
- Modification to the delivery and assessment methodology
- Access to LLN specialist services
- Transition into a more suitable course with TAG or recommendation on other courses through other RTOs.

Where additional support may be required, the student will be advised prior to commencing the service of any additional costs.

The outcome of the LLN test and, in the case of scores lower than required, what subsequent action will be taken, will be discussed with the student and their representative (where applicable) by the enrolling officer prior to course commencement.

## LOST PROPERTY

For any lost property enquiries, please contact the Administration office. If you find any property, please do the right thing and hand it to your nominated trainer or the Administration office.

## MOBILE PHONES

Please refrain from using mobile phones during training. As a courtesy to your trainer and other students, please keep your phone on silent mode when training is in progress. If you need to take an urgent call, please leave the classroom to do so.

## PARKING

Parking is limited at our training sites. A bus service is provided at some training locations. If you are unsure of where to park, please ask administrative staff. Parking is at your own risk.

## PERSONAL HYGIENE AND INFECTION CONTROL

Our students are expected to adhere to a high standard of personal hygiene and cleanliness whilst training with us. Good hygiene includes washing your hands regularly with soap and water for at least 20 seconds and drying them with a clean paper towel. We recommend washing your hands:

- before and after eating
- after coughing or sneezing
- after going to the toilet, and
- when changing tasks and after touching potentially contaminated surfaces

Where it is not possible to wash your hands it is recommended to use an alcohol based hand sanitizer.

## PRIVACY NOTICE AND DATA PROVISION

The RTO complies with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (APP). No student information is disclosed without the student's consent.

## WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a VET course with us. Failure to provide the requested personal information may result in you being ineligible to enrol in training with us.

## HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment, Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## SURVEYS

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## CONTACT INFORMATION

At any time, you may contact the RTO to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

**Address:** Level 1, 14 Ventnor Avenue, West Perth, WA 6005

**Telephone:** 1300 436 756

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

Students consent to the collection, use and disclosure of their personal information during the training enrolment process.

For DTWD funded program students – please be advised that the RTO may share your attendance records and qualifications with your Commonwealth services provider, if requested.

## PUNCTUALITY

Please ensure that you arrive on time for training at the commencement of a session and after breaks. Late students may be excluded from training sessions. Continued lateness may result in disciplinary action.

## REASSESSMENT

Where an assessment is considered Not Yet Satisfactory (NYS) or Not Yet Competent (NYC), our RTO gives students reassessment opportunities. Students are able to resubmit theory assessments up to three times and resit machinery based/practical assessments up to two times. After this, the RTO may at its discretion, grant a further reassessment opportunity based on the particular circumstances and the learner's needs. This will be evaluated on a case by case basis.

The reason for granting any additional reassessments will be recorded on the student's file.

The nominated course trainer will provide the student with comprehensive feedback should the submitted work be deemed NYS or NYC.

## RECOGNITION OF PRIOR LEARNING (RPL)

RPL refers to the acknowledgment of the full range of an individual's skills and knowledge. It includes competencies gained through formal study, work experience and other related experience.

Our RTO aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. To apply for this, you will be required to complete an application form and supply further documentation, which may include evidence such as:

- A certified copy of your qualification/s and/or statement of attainment/s
- Verification from your current manager indicating your current involvement in relevant areas – on official letterhead
- Documented evidence of your current work, including samples as requested
- Detailed Resume

Please talk with your trainer or RTO administration staff if you have any questions about RPL or would like to commence an application. Please be aware that RPL applications will incur fees and charges as outlined in the relevant section of this handbook.

## SPECIAL NEEDS AND REASONABLE ADJUSTMENT

Students with a disability or other special needs can apply to the RTO for reasonable adjustment. This is a term applied to modifying the learning environment, making changes to the training delivered or changing an assessment or its process to assist a learner with a disability or a learner who is experiencing barriers due to a particular cultural or linguistic background. This gives the learner the same opportunity to perform and complete assessments as those not in these situations. The RTO will offer reasonable adjustment to students as required based on demonstrated learner needs and will be tailored specifically to the individual with their consultation and agreement.

## STUDENT FACILITIES

The RTO provides students with sufficient facilities for success in training. Please keep facilities (classrooms, toilets, kitchens) clean, tidy, and dispose of rubbish in the bins provided.

## STUDENT SELECTION

Our RTO follows fair and transparent student recruitment processes. Students are required to complete a course suitability discussion with the enrolling officer and also an LLN test (**see Language Literacy and Numeracy**) and by being counselled about their career goals by the relevant career advocate or Jobactive provider (where applicable).

## STUDENT SUPPORT

Our RTO provides students with a range of support services including:

- Academic support and counselling
- Psychological counselling by a qualified clinical psychologist
- Assistance with transport to and from training venues
- Light lunches at selected training venues

The RTO may refer a student to a suitable external provider of support at the student's own cost.

In order to access educational and personal support, please speak to your trainer or the Training Coordinator who will provide you with the contact details of the service suitable for your needs.

## STUDENT RECORDS – PRIVACY AND CONFIDENTIALITY

We treat all personal records of clients confidentially and in accordance with the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. As Registered Training Organisations (RTOs), we must collect and report certain information to the national VET regulator, Department of Training and Workforce Development, Job Active Providers and other government agencies. This includes your name, address, telephone number, email address, drivers licence details as well as the following information:

- Unique Student Identifier (USI) Number
- Languages spoken at home and level of English language proficiency
- Aboriginal and Torres Strait Islander origin
- Level of schooling completed
- Employment status
- Reasons for undertaking the relevant educational course

We keep enrolment forms, training schedules and records of your assessment on file and store them confidentially under password protected files which are only accessed by authorized staff. State and Federal government agencies and the RTO will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. Information may also be provided to your employer (Apprenticeships and Traineeships only) as per requirements of the Apprenticeship and Traineeship Policy and the VET Act.

The personal information we collect about you will not be used or disclosed other than in accordance with the Privacy Act, and for the purposes for which the information was collected.

If at any stage your personal details change throughout the course of your training, please inform administration so that your details can be amended.

You have the right to access your personal information record at any time and provide any necessary corrections. Please contact your trainer or administration staff to arrange access to your personal records.

## SERVICE QUALITY COMMITMENT

The RTO is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of AQF certification documentation. Once a student has commenced assessment in their chosen course or unit of competency, the RTO is committed to completing the delivery of the assessment within the agreed duration. Furthermore, the RTO will negotiate the timing for completion of the assessment if a student is unable to complete the course due to illness or extenuating circumstances.

## SMOKING/VAPING

We do not permit smoking/vaping in our training areas or on our property at any time. If you wish to smoke or vape, you must use the designated smoking areas during scheduled breaks only.

## UNIQUE STUDENT IDENTIFIER (USI)

From the 1<sup>st</sup> of January 2015, every student enrolled in nationally accredited training in Australia needs to have a USI number. Your USI number will remain with you for life and will collate information on your VET achievements, regardless of where you study. Students can create a USI number by setting up an account at [www.usi.gov.au](http://www.usi.gov.au) prior to attending training or they may authorise the RTO to create a USI number on their behalf.

## WORK HEALTH AND SAFETY (WHS) POLICY

We aim to protect students and others at our workplace or training venues from work-related injury and ill health and comply with all relevant safety legislation.

## TRAINING IN THE WORKPLACE

When delivering training and assessment in the workplace, the employer is responsible for safety issues and has to abide by workplace safety responsibilities.

## RESPONSIBILITY

Trainers and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards that could cause harm to persons in their area of control or operation and take prompt action to remove or control, or, alternatively, report them to another person who has the authority and capability to do so.

RTO management and trainers may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means they must follow all safety rules, procedures and instructions of staff, workplace supervisors or any other management personnel involved during day to day training activities. If you have any concerns about any WHS issue, please talk with your trainer in the first instance. This will then be escalated to the Training Manager and/or the Chief Operating Officer.