

STUDENT HANDBOOK

Thank you for considering training with Martyr Training Services.

Martyr Training Services is a Registered Training Organisation (RTO 31279) registered with the Vet Regulator.

Martyr Training Services aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

As an RTO, Martyr Training Services is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Martyr Training Services operates from Mount Isa and Townsville, and offers a range of training and assessment services at our site and at client sites from the following industries:

- Agriculture
- Health
- Mining
- Construction
- Transport
- Warehousing
- Forestry
- Community Safety
- Business
- Education

The purpose of this handbook is to provide you with a quick reference about training programs and processes at Martyr Training Services.

You should read this handbook in conjunction with our website: www.martyrtraining.com.au

Like our facebook page to keep up to date with current trends and changes:

<https://www.facebook.com/MartyrTrainingServices/>

Short Courses

Martyr Training Services run a range of short courses that are both accredited and non-accredited. Accredited programs have been ratified by State and/or Commonwealth Government.

Accredited courses

Accredited courses are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification, there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from www.training.gov.au and using the Nationally Recognised Training Search facility.

MARTYR TRAINING SERVICES

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a specific way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment process

The assessment process will be explained at the orientation session and will be available upon request to your assessor.

Enrolling in a Training course

Because our courses are VET accredited and nationally recognised, if you would like to enrol with us you must meet and agree to specific government and regulatory requirements. This section outlines what is required in order to enrol with a provider who offers VET accredited courses.

To enrol in a training program at Martyr Training Services, you will initially need to contact the Administration Office on 0747433400 to discuss the following:

- The course in detail
- Confirm the fees you will have to pay
- The enrolment process
- The need for Training Plans
- The need for a Log Book
- Access to Boiler and/or Steam Turbine and/or Reciprocating Steam Engine Plant
- The assessment process
- Any prior learning or current competency

MARTYR TRAINING SERVICES

- Other topics you may wish to discuss

Our course enrolment is via either our online portal or completing a hardcopy enrolment form. At this stage you will be provided details of the course/s to enrol in. Details of courses are available on our web site at www.martyrtraining.com.au and follow the links. Whichever way you choose to enrol, when Martyr Training Services receives your enrolment, you will receive an automatic reply acknowledging your enrolment. This reply may include documents that you should read carefully.

Unique Student Identifier (USI)

A USI number links to an online account that contains all of a student's training records completed from 1st January, 2015 onwards. The USI must be provided to and verified by Martyr Training Services before a student can access government funding, report a competent outcome, or be issued with, or receive, a statement of attainment or qualification.

If you already has a USI, this must be provided to Martyr Training Services during enrolment, alternatively, upon completing the enrolment form, consent is requested for Martyr Training Services to apply for a USI on your behalf. If a USI is created by Martyr Training Services on your behalf you will be notified of this via email or SMS.

Martyr Training Services requires one of the documents below to create and/or verify your USI:

- Australian Driver's Licence
- Medicare card
- Australian Passport
- Australian Visa (with non-Australian passport)
- Australian birth certificate
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard.

The personal details on the Enrolment Form must match your Identification. When creating the USI, it will be created as per the information displayed on the Identification. If the details on the enrolment form and USI do not match Martyr Training Services will be unable to verify the USI. Martyr Training Services is not able to Issue your qualification or certificate without your USI being verified first.

The following details are used to create your USI:

- First Name and Family Name
- Date of Birth
- Country of Birth
- Town/City of Birth
- Gender
- Mobile Number and/or email address.

USI Privacy Notice

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- Is collected by the Registrar as authorised by the Student Identifiers Act 2014

- Is collected by the Registrar for the purposes of:

- o applying for, verifying and giving a USI

- o resolving problems with a USI

- o creating authenticated vocational education and training (VET) transcripts.

- May be disclosed to:

- o Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:

- the purposes of administering and auditing VET, VET providers and VET programs

- education related policy and research purposes

- to assist in determining eligibility for training subsidies.

- o VET Regulators to enable them to perform their VET regulatory functions;

- o VET Admission Bodies for the purposes of administering VET and VET programs

MARTYR TRAINING SERVICES

- o Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - o Schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - o The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - o Researchers for education and training related research purposes
 - o Any other person or agency that may be authorised or required by law to access the information
 - o Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system.
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy Policies and Complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

NCVER Privacy Notice

Under the Data Provision Requirements 2012, Martyr Training Services is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Martyr Training Services for statistical, regulatory and research purposes. Martyr Training Services may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Training and Assessment

During your time with us you will participate in training and assessment. Through the training you will gain knowledge and skills relevant to the qualification in which you are enrolled. Dependent upon which qualification you are undertaking, during the assessment process you may be required to perform hands on tasks/assessments, complete assessment books, attend vocational placement, participate in role plays etc.

MARTYR TRAINING SERVICES

In order to gain competency for a subject you are required to provide all necessary documentation and evidence as instructed by Martyr Training Services team members and complete activities in the suggested timeframes.

The Training and Assessment Process

There are four main steps in the process:

1. Enrolment and Induction
2. Develop Training Plan
3. Training and Assessment Activities
4. Completion and Qualification

1. Enrolment and Induction

A representative from Martyr Training Services can personally assist you with your enrolment. You will be given information about your training and asked to complete a number of forms.

- Enrolment form
- Course flyer
- LLN Assessment
- Skills Analysis
- Student & USI Declaration
- Funding eligibility

These forms provide Martyr Training Services with the necessary details to determine:

- Suitability for the course of study
- Eligibility for funding
- Credit Transfer or Recognition of Prior Learning that may be awarded
- Required learner support services.
- AISS search
- USI search

When you submit your enrolment you will receive a notification that enrolment has been received and is being processed. Once you have provided Martyr Training Services with any required documentation (relevant to state funding requirements and/or USI creation/verification) and have been successfully enrolled, you will receive a Confirmation of Enrolment.

Admin Officer reviews enrolment form and enters into student management system

Admin Officer seeks purchase order from employer or issues invoice for services.

Compliance Manager reviews funding enrolment for eligibility and advises outcome.

2. Develop Training Plan

The RTO will book the trainee into course schedule at the RTO

If course is to be conducted on site, schedule assessor to conduct a site visit to inspect employers facilities, resources and equipment.

The Assessor will review and verify the LLN and skills analysis results.

If LLN not verified, RTO Assessor to discuss support services available to trainee with trainee and employer and negotiate cost of providing services.

RTO Assessor to discuss RPL options with trainee and employer from results of skills analysis.

The assessor plans length of training course based on trainees current skill level and LLN assessment and advises trainee accordingly.

The trainee attends formal training and assessment on time and wearing appropriate clothing and footwear at the advised location

Depending on the course enrolled in, a training plan and record may be issued. A training plan is a formal document which outlines how, when and where training and assessment will occur. It can be used as a guide to monitor your progress towards achievement of the qualification. Once developed, the training plan is signed off by your trainer/assessor, your supervisor/employer (if applicable), and yourself.

Training plans are reviewed on a regular basis throughout the course of study to ensure effectiveness and validity of the subject selection and monitor the progress of your qualification. The reviews are generally completed every 2 – 4 months dependant on the funding source, contract requirements, client requirements and student progress.

3. Training and Assessment Activities

MARTYR TRAINING SERVICES

The trainee reviews course information for duration, requirements, evidence requirements available from website or office Using the schedule provided by the RTO, training and assessment will be provided on a continuing basis.

The methods used will depend on your particular circumstances and preferences. Your trainer/assessor will conduct sessions at appropriate times throughout the course.

For full qualifications, you will be given a Training Record Book or Assessment Book at the commencement of the course, which is a record of your competencies and achievements. You should always keep the book in a safe place, and bring it to any sessions with the trainer/assessor. It will be returned to Martyr Training Services once you have completed your qualification.

Students may be afforded additional time to practice skills and develop knowledge based on their individual learner characteristics.

4. Completion and Qualification

The trainee:

- completes and submits all assessment evidence as per UOC requirements.
- provides feedback to RTO via portal on overall process and performance of RTO.

The RTO will:

- Completes all assessment summaries and relevant documents as per UOC requirements.
- Trainer to mark, sign and date all documentation prior to providing feedback to trainee.
- Provides feedback to trainee on overall conduct and performance
- reviews all documentation is completed in full, signed and dated by trainee prior to releasing trainee.
- submits all documentation to Admin for review and entry into student management system

Once you have been deemed competent in all relevant competencies and your Training Record Book or Assessment Book has been signed off, you have completed the qualification. You will receive your certificate from Martyr Training Services within 30 days of completion and finalisation of payment.

Depending on the course, the trainee may need to lodge SOA with:

- WHSQ if High Risk Licencing as per course information.
- QT if MC or Dangerous Goods as per course information

Training Delivery

We will ensure that an effective learning environment is maintained at all times. The environment will be characterised by:

- An effective training-learning relationship and rapport between workplace trainer/assessors and students
- Teamwork, communication, feedback and cooperation between all involved
- Openness, honesty, trust, respect and supportiveness
- Sufficient time (to practice and understand the content of the course)
- Quality training and assessment materials
- Appropriate facilities, equipment and resources
- Flexibility in training and assessment methods to meet your needs
- Ensuring all trainers have the requisite training and technical skills, experience and attitudes
- Consultation with industry regularly to ensure that:
 - Our training and assessment continues to meet industry needs and standards
 - Materials and strategies are aligned with industry through consultation with companies, industry associations and government
 - Our trainers' experience is current through participation in industry release programs.

Assessment

In line with competency based training methodology, assessment will be progressive, with an emphasis on demonstrating competence and practical application of skills and knowledge.

Students must:

- Be assessed against all of the tasks identified in the elements of the subject
- Demonstrate they are capable of performing these tasks to an acceptable level.

A student may be deemed competent if they display the following standards:

- 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

MARTYR TRAINING SERVICES

- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

Assessments will be completed by all students. Assessments will contain both theory and practical activities. It is expected that students successfully complete 100% of assessment activities to achieve competence in the chosen qualification.

Principles of Assessment

Assessment of all students will be fair and non-discriminatory and follow all the principles of assessment.

The Principles of assessment are:

1. Fairness
2. Flexibility
3. Validity
4. Reliability

1. Fairness

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

2. Flexibility

Assessment is flexible to the individual learner by:

- Reflecting the learner's needs
- Assessing competencies held by the learner no matter how or where they have been acquired
- Drawing from a range of assessment methods and using those that are appropriate to the context, the subject and associated assessment requirements, and the individual.

3. Validity

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- Assessment against the subject and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance
- Assessment of knowledge and skills is integrated with their practical application
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations
- Judgement of competence is based on evidence of learner performance that is aligned to the subject/s and associated assessment requirements

4. Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Assessment Process

How you will be assessed and what the assessor will be looking for will be made clear to you at the beginning of each subject. Assessment due dates are communicated by the trainer/facilitator where required. You must ensure you keep copies of all assessment tasks; you may be required to resubmit at a future date.

In order to gain competence in a subject, all subject requirements must be met and all evidence must be submitted. This must be completed correctly and assessed by an assessor and marked as competent before the subject can be recorded as competent in your student profile and to contribute toward your qualification.

Rules of Evidence

The Rules of assessment are:

1. Validity
2. Sufficiency

3. Authenticity

4. Currency

1. Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the subject and associated assessment requirements.

2. Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

3. Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

4. Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Validation

Martyr Training Services employs a system of validation to ensure students are being appropriately assessed, ensuring:

- Materials and activities are appropriate to the industry
- Materials and activities meet the requirements of the training package
- The assessment is of an acceptable assessment level for the recipient
- The responses of students and their subsequent result/s meet all criteria as outlined in the Marking Guide and Training Package.

Client Selection

Martyr Training Services is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements.

Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a course
- meeting any WHS Regulator requirements for assessment

Martyr Training Services utilises a Learning, Literacy and Numeracy test to determine a minimum Certificate II level of LLN as part of the enrolment process.

Martyr Training Services shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Client Enrolment

Martyr Training Services is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner
- meets the selection criteria for the course, or have satisfied the Managing Director of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- arrangements to pay the prescribed fees

Credit Transfer and Recognition of Prior Learning

Martyr Training Services trains and assesses students from all walks of life. Some students have had previous experience, some have not had any experience, some have undertaken similar training in the past and some are new to training in a specific area.

Students who have completed other nationally recognised training or who, through prior learning and experience, have gained the same skills/competencies stipulated for the subjects in the course, may be granted Recognition of Prior Learning (RPL) or Credit Transfer (CT) upon substantiation of that claim (evidence based).

MARTYR TRAINING SERVICES

Students applying for CT must send certified copies of their transcript of results or must bring original transcripts to Martyr Training Services to sight as evidence of their CT application. Students are guided by their facilitator throughout this process to ensure all CT requirements are met.

Credit will be granted for all relevant qualifications/certificates issued by a Recognised Training Organisation.

Recognition of Prior Learning (RPL)

Students applying for RPL will be provided with an RPL document (inclusive of instructions) explaining what they need to do and what evidence is needed for their RPL application. Students are guided by their facilitator throughout this process to ensure all RPL requirements are met.

You can apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit of Competency and have it assessed by a qualified Assessor without completing the training.

Martyr Training Services believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

Martyr Training Services aims to maximise the recognition of a learner's prior skills and knowledge whilst always maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit of Competency or a qualification at the required standard, you need to contact our RTO Administrator on 0747433400 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be originals sighted by one of our staff or JP Certified copies of originals and presented with the original documents. Your original documents will be returned to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged. We will contact the RTO on any Nationally Recognised Training documents to verify authenticity.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated?
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above
- Where RPL is for a Licence for High Risk Work will necessitate a mandatory challenge test as per the WHS Regulator requirements

Martyr Training Services is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- **C** which means that you have been deemed competent against that Unit of Competency(s)
- **NYC** which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

Make the most of the training experience

It is very important to make the most of your training experience with Martyr Training Services.

Please note, it is your responsibility to do this. To optimize your own learning and successful completion, undertake to abide by the Student Code of Conduct:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions

MARTYR TRAINING SERVICES

- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task
- Learn in an environment free of discrimination and harassment
 - Be informed in advance of assessment procedures
 - Pursue their educational goals in a supportive and stimulating environment
 - Privacy concerning personal information
 - Lodge a complaint using an effective grievance process
 - Be treated with courtesy, fairness and respect at all times.
- In order for you and other students to have the experience mentioned above, we ask that you participate in all activities with an open mind and with a positive attitude towards learning.
- All students must follow and behave in accordance with the requirements below.

Attendance

- Be punctual and attend scheduled workshops (where applicable)
- Students are not permitted to have any family members (including children) or any other person attend sessions unless enrolled in the same course or previously arranged with a training manager for this to occur
- Attend scheduled assessment events and submit assessment items on time
- Follow specified timelines for completing activities as outlined in the Training Plan.

Dress Standards

- Students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene.

Behaviour

- Show sensitivity to issues regarding gender, ethnicity, class, age, sexuality or physical disability
- Behave in a responsible manner by not littering, harassing or offending fellow students or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs
- Respect and value the experience of colleagues
- Be responsible for your study program and take reasonable care of Martyr Training Services property and equipment
- Treat staff and fellow students courteously and with consideration at all times
- Conduct which disrupts staff and students and hinders them from delivering education and training programs and services or other services in an orderly manner is a breach of Martyr Training Services policies. This applies not only in classrooms, but in all parts of Martyr Training Services premises and training locations
- Any individual or group behaviour, which is discriminatory, abusive, indecent, violent, excessively noisy, disorderly, dangerous, and offensive or which unreasonably disturbs other groups or individuals is prohibited.

Alcohol and Drugs on Martyr Training Services Premises

- Students are not allowed on Martyr Training Services premises, or to use its facilities, whilst adversely affected by alcohol or other drugs
- The consumption, possession, use or sale of illicit substances or alcohol on Martyr Training Services premises is not permitted
- In the specific case of a student attending training/assessment activities under the influence of alcohol or illegal drugs, assistance in contacting appropriate referral agencies will be offered. If a student is unable to meet their responsibilities they will be asked to talk to the Office Manager regarding changes to be made, including the possible cessation of attendance.

Smoking on Martyr Training Services Premises

- Smoking is not permitted throughout Martyr Training Services premises and facilities, including all outdoor areas and in the areas immediately outside entrances

MARTYR TRAINING SERVICES

- Smoking is not permitted within 10 metres of Martyr Training Services building entrances.

Eating and Drinking on Martyr Training Services Premises

- Consumption of food and/or drinks is restricted to the communal area, uncarpeted areas and is not permitted in classrooms.

Conduct Dangerous to Others

- Conduct which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

Misuse of Martyr Training Services Property

- Any act of misuse, vandalism, theft, malicious or unwarranted damage or destruction, defacing (including graffiti), disfiguring, or unsafe or unauthorised use of property belonging to Martyr Training Services is a violation of the Student Code of Conduct.

Sanctions

Behaviour contrary to the Student Code of Conduct often constitutes a breach of Martyr Training Services policies. There are a number of sanctions (penalties) that can be imposed on people who breach the policies including suspension, expulsion or other exclusions, and the withholding of results.

You should appreciate that serious offences such as assault, theft, wilful damage and unlawful activities are highly likely to attract a suspension or even expulsion. For a serious offence, suspension may be applied immediately, obviously impacting on your ability to continue or complete your studies.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning.

You should be aware that criminal prosecution and legal proceedings may ensue by external authorities, such as the police, in addition to any action taken under Martyr Training Services policies, where a student's conduct breaks the law.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from Martyr Training Services staff.

Confidentiality

As an enrolled student at Martyr Training Services, you may be required to attend practical work experience placements as part of your studies. In the course of these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement.

Ask for help

At Martyr Training Services your Trainers and Assessors are your best support. If you need support, please speak to them.

We love see our students succeed, that is why give all students the best support we possibly can. In this section of the handbook you can find the information which will explain what support you can expect from us and how to work with us to resolve any concerns you may have.

Learner Support Services

Martyr Training Services Trainers and Support Officers provide students with real time assistance for any learner support needs. Students are required to disclose all needs that may impact their learning and participating prior to commencement of training.

Our staff are always happy to help you whenever possible. If you are facing problems of any kind, please do not hesitate to contact your Course Coordinator or your Trainer. We encourage you to take advantage of the support facilities available before any problems become an issue, so that you may have a happy and rewarding experience while you are studying at Martyr Training Services.

Martyr Training Services can provide access to specialist support for students who may have special needs, including assistance for:

- Language, literacy and numeracy
- People from disadvantaged backgrounds
- Persons from non-English speaking backgrounds
- People with disabilities

MARTYR TRAINING SERVICES

- People in rural or isolated locations.

Other services can include:

- Career Assessment: Assessing the student's innate interests and personality to allow the student to make informed choices about their career plans and the course that is right for their needs
- Flexible Assessment Procedures: Our strategies allows for students to demonstrate outcomes in appropriately diverse ways
- Language Literacy and Numeracy Assistance: We can assist with LLN barriers and/or help you to access appropriate specialised support.

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

For example, each Unit of Competency is partial completion to a full qualification. If you would like to complete a full qualification or more units of the same qualification, your Trainer or Assessor will be able to direct you.

Rules and regulations while completing a short course

Martyr Training Services is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program.

Martyr Training Services ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body.

If you require any special assistance, please inform our staff at the interview or on enrolment. Martyr Training Services respects the client's right to privacy and confidentiality.

Appeals, Grievances and Complaints

Martyr Training Services encourages students to informally resolve complaints/appeals as the majority of situations can be addressed and resolved at this level. In the event that a complaint/appeal arises, Martyr Training Services requests that students first speak to their Trainer/Assessor or Course Coordinator. If the issue cannot be resolved informally, a more formal Grievance Procedure can be undertaken. Please refer to Martyr Training Services Student Complaints and Appeals policy and procedure for further details. If you have a complaint, grievance or wish to appeal any decision while completing your training program Martyr Training Services has a documented process for you to access and follow. This will be explained to you in your orientation program when you enrol. If you would like to find out more, please contact RTO Administrator at 0747433400 to make an appointment.

Recruitment

To ensure you are able to make an informed decision about your option to study with us, we ensure transparency by providing you with all the important information multiple times prior to enrolment and commencement.

The information is provided to you through:

- Marketing material
- Website
- Student Handbook
- Policies and Procedures (available on website)
- Enrolment Form (information sheets included in the form and the links provided)
- Enrolment Success email (notification upon completion of enrolment form)
- Tentative enrolment email
- Confirmation of enrolment email
- Induction Day.

The information contained in this recruitment section will assist you with making an informed decision about your option to enrol with us and to ensure you understand the rights and responsibilities of those who do choose to study with us.

Consumer Rights

Martyr Training Services policies and procedures are in line with your Consumer Rights as a learner.

MARTYR TRAINING SERVICES

More information on your rights as a consumer can be found here on the Australian Competition and Consumer Commission website.

Fees and charges

Course fees and student contribution amounts are advised prior to the commencement of any course of study. Martyr Training Services aims to keep fees and charges to a minimum and have payment plans for clients.

Martyr Training Services also has a refund policy which will be discussed at your orientation session.

If you would like to find out more about fees, charges and refund options please call reception to make an appointment.

Payment amounts, methods and details can be found in the information sheets attached to the enrolment documentation and on the website.

Refund Policy

Martyr Training Services will refund any fees paid according to the guidelines published in the information sheet for the relevant funding source and as per the Fee Refund Policy and Procedure. The information sheet is provided upon enrolment and is contained within the enrolment form. An overview for International student refunds can also be found in the international section of this Handbook.

Any monies to be refunded are paid direct into the student' bank account via EFT (Electronic Funds Transfer) within seven (7) days. Please contact Martyr Training Services for further information.

Privacy and Confidentiality

Martyr Training Services has developed this privacy policy in line with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) to ensure that:

- Personal information is only collected where necessary to fulfil the organisations functions
- Those giving personal information are informed of the purpose of collection and how their personal information will be used
- Records containing personal information are kept secure and protected from loss or misuse
- Individuals are informed of the right to access their own personal information
- Permission is obtained from individuals before their image is used on publications or web sites.

Martyr Training Services follows strict confidentiality policies and does not discuss or disclose any information about a student’s situation. Information that relates to their participation in Martyr Training Services training courses may be required by regulatory bodies such as ASQA and any other relevant government agencies or an Officer of the Law.

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Martyr Training Services for statistical, regulatory and research purposes. Martyr Training Services may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- Registrar
- Organisations conducting student surveys and researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys
- Acknowledging how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including programme administration, regulation, monitoring and evaluation.

All participants have the right to access their personal records. We have a responsibility to record and report your details, to the Department of Education and Training (DET), where you attend government funded courses and/or accredited courses. This reporting is used for proof of attendance and complies with national standards. Other than for reporting purposes, your personal information will not be passed on to any third party without your written consent. It is your right not to provide your full personal details, on the understanding that you may not be entitled to the full services provided with our accredited training. Martyr Training Services will not disclose information for any other purpose other than the primary purpose unless Martyr Training Services reasonably believes that the use or disclosure is necessary to lessen or prevent serious and imminent threat to an individual’s life, health or safety or a serious threat to public health or safety.

Disclosure to organisations

Martyr Training Services may be requested to make personal information available to authorised Australian and State agencies when required. Specific examples are:

Individual/Organisation	Authority
Centrelink	Has the authority to request information regarding student details under section 196 of the Social security Administration Act 1999. *
Police	A request must be submitted by the police in writing. Exceptions may arise where there is an emergency. Verification of police identity must occur.
Job Network Providers	Job Active Providers provide referrals and payment for students are entitled to attendance and student outcomes. *
Employers	Where the student is engaged by their employer, information regarding attendance and results may be given. *

Individual/Organisation	Authority
Australian Apprenticeship Centres	Where the student is an Australian Apprentice, information regarding attendance and results may be given. *
State Regulators	Where a student receives government funding, information regarding enrolment and training activity data are given. *
The Australian Skills Quality Authority (ASQA)	Where a student is completing Nationally recognised training, information regarding enrolment and training activity data may be given. *
National Centre for Vocational Education Research (NCVER)	Where a student is completing Nationally recognised training, information regarding enrolment and training activity data are given. *

*Included in the student enrolment declaration. As part of the enrolment procedure students have already provided permission for Martyr Training Services to collect and distribute information to parties directly involved in their training and assessment.

These organisations may access students information free of charge and be distributed without any further permissions from the student.

Where the student is no longer engaged with the service or department or Employer; permission must be sort from the student.

Data Breach

A data breach is an unauthorised access or disclosure of personal information, or loss of personal information. In the unlikely event of an occurrence data breach, Martyr Training Services has a data breach response plan to ensure fast and effective action is taken to reduce the impact and limit any negative consequences. If the data breach is likely to result in serious harm to one or more individuals, Martyr Training Services will inform all relevant parties and individuals involved.

Student Information Release

This section details information around the disclosure of and access to academic records and student files collected by Martyr Training Services Training Group in relation to past, present and prospective students. It is to ensure the security of student information is maintained in accordance with Martyr Training Services Privacy Policy.

It addresses 2 areas:

1. Providing students access to their:

- o Training records (Certificates and Statements of Attainment)
- o Assessment

2. Providing information to Third Parties, including:

- o Department of Education
- o Government departments (Centrelink, Job Active Providers, Police)
- o Employers and recruitment agencies
- o Parents/Guardians/Spouses

Nature of requests

The nature of requests for information are limited to:

- o Attendance details
- o Academic progress e.g. Assessment results
- o Personal Details e.g. address, telephone numbers, USI
- o Student Support needs
- o Visa information and compliance
- o Enrolment status
- o Reprint of Certificates/Statements of Attainment
- o Completed assessment materials and student file/s

Age of students

Students over 18 years of age:

- o Information will not be released without prior consent from the student except in extraordinary circumstances

MARTYR TRAINING SERVICES

- Privacy laws give the student the right to consent to disclosure without parental consent and information will not be released without prior consent from the student except in extraordinary circumstances

Where a student has an Intellectual Disability and is unable to judge the consequences of disclosure the guardian or parental consent will be obtained prior to information release.

Cost

A cost of \$100 is required to be paid prior to the retrieval and issuance of a student file.

Accesses to Records and Files

Students may access their:

1. Academic records for up to 30 years after the completion of their course of study
2. Student files for up to 6 months after the completion of their course of study.

Academic records retained include:

- Enrolment details
- Course details
- Subject outcomes
- Certification issued.

Student files retained include:

- Enrolment documentation
- Participation evidence
- Submitted assessments
- Training Record book.

Continuous Improvement

Martyr Training Services is committed to providing the best possible product and service to our clients and students. Each client/student will be provided with an opportunity to make comment and recommendations on their experience at Martyr Training Services during and after they have engaged our services.

Your assessment books may contain a student feedback form, via which you can provide feedback after completing the course. On occasion we will send out student surveys.

We encourage all of our clients and students to provide us with progressive feedback in relation to their experience with us. Feedback and comments may be sent to admin@martyrtraining.com.au.

Inclusive Learning

Inclusive Learning is about a fair go for everyone. Everyone has a right to learn, everyone can learn, but many people do not have fair access to learning opportunities.

At Martyr Training Services , we:

- Understand differences in the learner cohort
- Access skills and expertise in addressing difference
- Listen to the learner
- Help learners choose an appropriate learning pathway
- Develop the core skills of learners.

We are committed to:

- Fair allocation of resources to all potential students
- Providing all students with equal opportunity to training without discrimination
- Encouraging clients to extend training opportunities to under-represented groups
- Considering access and equity issues when designing curriculum
- Acknowledging and use the diversity of students during facilitation of training sessions, e.g. encourage creativity, new ideas, utilise students' different talents and abilities.

Marketing and Advertising

Martyr Training Services will promote and market our training programs and services with integrity, accuracy and professionalism. No false, misleading, vague or ambiguous statements will be made.

Client and student permission is gained in writing prior to the use of any material, footage or recordings made by Martyr Training Services during the training course. No reference to other providers will be made.

All marketing materials will reference our RTO Provider number and CRICOS Number.

Martyr Training Services does not guarantee that:

- A learner will successfully complete a training product on our scope of registration
- A training product can be completed in a manner not consistent with the requirements of training packages
- A learner will obtain a particular employment outcome where this is outside the control of Martyr Training Services .

Martyr Training Services does not sell your personal information for any purpose, including marketing purposes. Martyr Training Services may use your information for internal marketing analysis and marketing. If you do not wish to receive marketing materials you can contact Martyr Training Services and request to opt out of our marketing or you can unsubscribe from our marketing emails when/if you receive them. Refer to Martyr Training Services Privacy Policy for more information on marketing. Please inform Martyr Training Services if you are listed on the official Do Not Call Register.

Martyr Training Services has an internal Marketing Policy and Procedure which outlines the requirements for marketing material as stipulate by the regulating authorities and legislative requirements. Martyr Training Services creates and manages its marketing material in line with its Marketing Policy and Procedure. If you would like to review the policy and procedure, please feel free to request a copy.

Student Discipline

Martyr Training Services is committed to providing a supportive and encouraging learning environment and the conduct of students is a key factor in this process. Where students display inappropriate or offensive conduct, the following actions in the stages of escalation must occur:

Stage 1: Verbal Warning

A Verbal Warning is issued to:

- Identify the misconduct to the student and explain why it is not acceptable
- Ask the student to discontinue any disruptive behaviour
- Provide an opportunity to improve.

Misconduct is recorded in Martyr Training Services Student Management System against student profiles. The information recorded will outline the misconduct and what was done to rectify the situation.

Stage 2: Formal Warning

A Formal Warning is issued due to a continuation of behaviour previously identified in the Verbal Warning which has not been rectified by the student.

The Formal Warning will:

- Contain a brief description of the misconduct
- Be emailed to the student and recorded on the student's profile.

Stage 3: Final Warning

A Final Warning is the final stage of being formally warned before expulsion from the course.

The Final Warning will:

- Contain and a brief description of the misconduct and explain this is the final warning
- Be emailed to the student and recorded on the student's profile.

Stage 4: Recommendation to Remove Student

If the behaviour continues, a recommendation to remove a student from a course will be sent to and verified by senior management prior to expulsion.

It is important to note, while there is a four stage process in place, a serious breach of the code of conduct may see a student elevate to a higher stage, bypassing lower stages of the process. This will be judged on an individual basis giving merit to the weight of the misconduct. For example, an act of harassment to another student may be immediately elevated to stage 3 or, depending on the severity, stage 4.

Breach of our code of conduct includes (but is not limited to):

- Discrimination of any kind
- Threatening, Disruptive and/or Offensive language
- Unsafe, Disruptive, and/or Offensive behaviour

Not following company procedures or instructions from facilitators/trainers

MARTYR TRAINING SERVICES

Workplace Health and Safety of Students and Staff

Martyr Training Services recognises its responsibility to provide a safe and healthy environment for its staff, students and guests and is committed to providing effective and ongoing workplace health and safety measures.

In order to minimise risks and effectively deal with any hazard, Martyr Training Services:

- Has regular inspections of its premises to ensure adequate fire and evacuation safety measures are in place
- Ensures staff are trained to use emergency equipment and are subjected to regular and ongoing fire and evacuation drills
- Ensures staff and students are aware of emergency evacuation procedures.
- Has trained First Aid staff.

To help Martyr Training Services create a safe and secure environment, students are requested to follow all emergency, safety, security procedures and instructions relating to training facilities at all times.

Martyr Training Services attempts to provide training and assessment services in a spirit of co-operation and mutual respect. It is committed to the welfare of all course participants, and complies with work health and safety, anti-discrimination and equal opportunity legislation and other RTO specific and industry specific legislative requirements. Martyr Training Services expects mutual respect and the rights of others to be observed at all times.

Student Records Management

Martyr Training Services is committed to maintaining complete and accurate records of its students' administrative and academic activities. Martyr Training Services regards the authenticity, integrity and currency of its student records as paramount and has secured hardcopy and electronic systems in place to ensure student records are managed in an efficient and secure manner.

Student records may be in multiple formats including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements. Student records pertaining to academic, financial and administrative requirements are recorded and stored securely on a web-based Student Management System and internal server, which is backed up daily.

Senior Management in consultation with administration staff is responsible for ensuring that entry of all student records is accurate. This includes student enrolment forms, fees paid, refunds made and assessment results. An internal audit of all operational procedures including student records is undertaken annually.

Re-assessments

Student course fees include an initial assessment plus one resubmission of assessment tasks. If a student is still assessed as "not yet competent" for a particular subject/s then subsequent re-sits or resubmissions of assessments may incur a fee. The cost must be paid prior to the re-assessment being undertaken.

Academic Misconduct

Any student found to be engaging in Academic Misconduct will be the subject of disciplinary action which may include removal from the course.

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and any other conduct by which a student:

- Seeks to gain, for themselves or any other person, any academic advantage or advancement to which they are not entitled
- Improperly disadvantages any other student.

Cheating

'Cheating' is defined as obtaining, attempting to obtain, or aiding another to obtain credit for work, by any dishonest or deceptive means. Cheating includes: lying; copying from another's test or examination; discussion, at any time, of answers or questions on an examination or test, unless such discussion is specifically authorised by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets", or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent that student in any form of evaluation.

Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons, without giving proper credit to the source. It is not plagiarism if it is determined that the ideas were arrived at through

MARTYR TRAINING SERVICES

independent reasoning or logic, or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e., quotation marks, footnotes, or commentary.

Examples of plagiarism include the following: the submission of works completed by another, either in part or in whole; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs, or part thereof, without giving credit.

Collusion

Collusion is an agreement between two or more parties, sometimes illegal and therefore secretive, to limit open competition by deceiving, misleading, or defrauding others of their legal rights, or to obtain an objective by defrauding or gaining an unfair advantage. Examples can be:

- Assisting another student with work that should have been the work of the individual student, by giving them an assignment to copy or writing an assignment together
- Copying answers from another person.

Completion

Completing your course and gaining your qualification is important to us, this section details what happens in relation to your completion of your course and obtaining the appropriate certification.

To be successful and complete your course/qualification you must:

- Attend all required days
- Completed all assessments
- Successfully completed vocational placement hours and tasks/projects (if applicable)
- Meet the requirements of the training package and be assessed as competent for each subject included in your course or qualification.

Once the above requirements have been met, you have provided Martyr Training Services with your USI and all course fees are paid you can be issued with your qualification.

Issuance

Qualifications and Statements of Attainments are sent or issued to students as a printed copy. Copies may be issued as a pdf via email when requested.

Security Statement

In order to preserve authenticity and protect from fraudulent copies, Qualifications and Statement of Attainments issued by Martyr Training Services contain multiple security features. Martyr Training Services complies with the Standards for Registered Training Organisations and the Australian Qualifications Framework (AQF).

Martyr Training Services has policies and procedures in place to ensure that:

- Students 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 and Non-AQF qualifications
- Certification documentation is used consistently
- Students are confident that the qualifications they have been awarded are part of Australia's national qualifications framework.

Each Certificate contains:

- A unique certificate number, this can be used to verify the authenticity of the Qualification or Statement of Attainment. Verification can be done by contacting Martyr Training Services by phone or for those issued electronically, this can be done via email to compliance@martyrtraining.com.au
- A Watermark
- Signature

All Qualifications/SOA's go through quality, validity and accuracy checks to ensure:

- The Correct Certificate Type has been issued
- The Correct Certificate Template has been used
- The date and content is correct
- The Certificate is being issued to the correct student.

MARTYR TRAINING SERVICES

Reissuance of a Certificate incurs a \$50 reprint fee.

Withdrawals, Cancellations and Discontinuations

In some instances a student's circumstances can change and this affects their ability to successfully complete the course/qualification they are undertaking with Martyr Training Services.

A student may advise Martyr Training Services in writing if they are unable to successfully complete a course/qualification, stating the date they wish to withdraw and providing Martyr Training Services with feedback as to why they are withdrawing.

Before the withdrawal can be finalised, all outstanding assessments need to be assessed and outcomes applied where due, in order for the student to gain recognition for all completed subjects. Withdrawing students may be issued with a Statement of Attainment (where applicable) for their completed subject/s within 21 days of notification of their intention to withdraw.

If there has been a breach of policies and procedures set out by Martyr Training Services, a student may be required to withdraw from a course/qualification with Martyr Training Services due to disciplinary actions taken against a student.

Martyr Training Services reserves the right to withdraw a student's enrolment in the event that a student does not adhere to the assessment submission deadlines provided to the student as part of their training and assessment schedules. Martyr Training Services will provide a student with sufficient written warnings regarding their assessment submissions and a student's failure to respond to, and act on, these written assessment submission warnings will trigger Martyr Training Services to cancel and/or withdraw a student's enrolment.

Martyr Training Services reserves the right to withdraw a student when a student becomes disengaged. Martyr Training Services attempts to contact disengaged students multiple times in various ways prior to cancelling their enrolment. The ways used to attempt contact are by phone, email, text, a letter and through the emergency contact etc.

In the event a student's enrolment is withdrawn, cancelled or discontinued with Martyr Training Services for whatever reason, Martyr Training Services will document the reasons and also advise the student and relevant regulating and funding bodies as per their requirements.

A student can obtain a formal Statement of Attainment at no additional cost if their enrolment is withdrawn, cancelled or discontinued prior to completing their qualification, provided they have paid any fees related to the subject/s included in their Statement of Attainment.

Legislative Requirements

Martyr Training Services will meet all legislative requirements of State and Federal Government.

Workplace Health and Safety and Workplace Relations standards will be met at all times.

State legislation

The following information lists the State and Commonwealth legislation that may be relevant to you. More information on the legislation can be accessed by talking with your assessor, or through the internet by visiting the following links:

<http://www.legislation.nsw.gov.au/>

<http://www.legislation.qld.gov.au/>

<http://www.legislation.sa.gov.au/>

<http://www.legislation.wa.gov.au/>

<http://www.legislation.vic.gov.au/>

<http://www.legislation.act.gov.au/>

<http://www.legislation.nt.gov.au/>

<http://www.comlaw.gov.au/>

The current relevant acts include:

- Work Health and Safety Act 2011
- National Vocational Education and Training Regulator Act 2011
- Apprenticeship and Traineeship Act 2001
- Fair Work Act 2009
- Queensland Industrial Relations Act 2016
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996 & Workplace Regulation 1996
- Copyright Act 1968 & Copyright Regulation 1969

MARTYR TRAINING SERVICES

Privacy Act 1988 & Privacy Regulations 2013.

MARTYR TRAINING SERVICES

FEES AND CHARGES

All fees and charges are listed on our website

Funded Programs will incur a contribution fee as follows.

Certificate 3 Guarantee:

User Choice – Traineeships and Apprenticeships

Student contribution fees

Student contribution fees, are the non-government financial contribution to the cost of the training and assessment services provided by Martyr Training Services.

The fee is paid to Martyr Training Services either by the student or their employer. The student and employer should negotiate this arrangement prior to enrolment and advise Martyr Training Services accordingly.

This handbook includes details on policies relevant to fees and charges, including full costs, method of collection, refunds, and exemptions prior to enrolment. This information is also available on the website.

Student contribution fees under the User Choice program are set at **\$1.60** per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module.

Partial exemption — tuition fees

Martyr Training Services must charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) The participant was or will be under 17 years of age at the end of February in the year in which Martyr Training Services provides training, and the participant is not at school and has not completed year 12.
- (b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- (c) The participant issues Martyr Training Services with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Full exemption — tuition fees

Martyr Training Services may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) Where payment of the student contribution fee would cause extreme financial hardship, then Martyr Training Services may waive these fees.
 - i. The fee waiver process should be in place at the time of the participant's enrolment.
 - ii. For 2.6.3(a) of this *Fees and Charges* section, Martyr Training Services must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.
- (b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, Martyr Training Services may choose not to collect the student contribution fee. In this circumstance, any decision by Martyr Training Services not to collect fees does not create a liability for the department. Martyr Training Services may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice 2017–20 Qualification and Price List, as published on the department's website, for information on where fee exemptions are applicable.

Martyr Training Services must apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) where credit transfer/national recognition has been applied to a unit of competency/module
- (b) the participant is a school-based apprentice or trainee
- (c) the participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

Free training for Year 12 graduates

Martyr Training Services must not charge a student contribution fee to a Year 12 graduate who:

- (a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- (b) meets the participant eligibility in 2.2.2, and;
- (c) enrolls in a high priority qualification identified by the department.

The student contribution fee for free training for Year 12 graduates will now be met by the department as outlined in Table 3 — payment codes (except for qualifications where the student contribution fee is met by Construction Skills Queensland for continuing students only with a unit of competency start date before 1 October 2015; refer to www.csq.org.au for list of qualifications).

Martyr Training Services must retain evidence of participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.

Additional chargesEmployer/industry

Martyr Training Services may seek additional charges from the employer/industry for travel and accommodation to remote locations. Any additional charges must be negotiated up-front and disclosed to the employer/industry prior to the participant's enrolment

Student Contribution Fees**BSB30115 Certificate III in Business****TRAINEESHIP**

Unit Code	Unit Name	Nominal Hours	Traineeship	Partial Exemption
BSBADM307	Organise schedules	15	24	9.6
BSBWRT301	Write simple documents	10	16	6.4
BSBADM311	Maintain business resources	15	24	9.6
BSBCMM301	Process customer complaints	30	48	19.2
BSBCUS301	Deliver and monitor a service to customers	35	56	22.4
BSBDIV301	Work effectively with diversity	30	48	19.2
BSBINM301	Organise workplace information	30	48	19.2
BSBITU302	Create electronic presentations	20	32	12.8
BSBITU303	Design and produce text documents	90	144	57.6
BSBITU304	Produce spreadsheets	35	56	22.4
BSBWHS302	Apply knowledge of WHS legislation in the workplace	20	32	12.8
BSBWOR301	Organise personal work priorities and development	30	48	19.2
	TOTAL		576	230.4

TLI31616 Certificate III in Warehousing Operations**TRAINEESHIP**

Unit Code	Unit Name	Nominal Hours	Traineeship	Partial Exemption
TLIF1001	Follow work health and safety procedures	20	32	12.8
TLIL1001	Complete workplace orientation/induction procedures	30	48	19.2
TLIF0001	Apply chain of responsibility legislation, regulations and workplace procedures	15	24	9.6
BSBWOR301	Organise personal work priorities and development	30	48	19.2
BSBCUS301	Deliver and monitor a service to customers	35	56	22.4
TLIA3018	Organise despatch operations	40	64	25.6
TLIA3019	Organise receival operations	40	64	25.6
TLIA3015	Complete receival/despatch documentation	40	64	25.6
TLIA3016	Use inventory systems to organise stock control	40	64	25.6

MARTYR TRAINING SERVICES

Unit Code	Unit Name	Nominal Hours	Traineeship	Partial Exemption
TLIA3026	Monitor storage facilities	30	48	19.2
TLIA3039	Receive and store stock	40	64	25.6
TLIA3017	Identify products and store to specifications	40	64	25.6
TLIE3004	Prepare workplace documents	20	32	12.8
TLIG3002	Lead a work team or group	40	64	25.6
TLILIC2001	Licence to operate a forklift truck	40	64	25.6
TLIA1001	Secure cargo	20	32	12.8
TLID2004	Load and unload goods/cargo	30	48	19.2
	TOTAL		880	352

AHC30116 Certificate III in AGRICULTURE
TRAINEESHIP

Code	Unit/Module Name	Nominal Hours	Student Contribution to Traineeship	Partial Exemption
ACMEQU202	Handle horses safely	100	160	64
ACMEQU205	Apply knowledge of horse behaviour	60	96	38.4
ACMEQU206	Perform horse riding skills at walk, trot and canter	60	96	38.4
AHCINF303	Plan and construct conventional fencing	60	96	38.4
AHCLSK218	Ride educated horses to carry out basic stock work	50	80	32
AHCLSK308	Identify and draft livestock	40	64	25.6
AHCLSK309	Implement animal health control programs	50	80	32
AHCLSK311	Implement feeding plans for livestock	140	224	89.6
AHCLSK321	Service and repair bores and windmills	80	128	51.2
AHCLSK325	Castrate livestock	20	32	12.8
AHCLSK337	Train, care for and ride horses for stock work	0	0	0
AHCMOM201	Operate two wheel motorbikes	30	48	19.2
AHCMOM205	Operate vehicles	20	32	12.8
AHCWHS301	Contribute to work health and safety processes	50	80	32
AHCWRK309	Apply environmentally sustainable work practices	50	80	32
RIIMPO318E	Conduct civil construction skid steer loader operations	80	128	51.2
	TOTAL		1424	569.6

AHC20116 Certificate II in AGRICULTURE
TRAINEESHIP

Code	Unit/Module Name	Nominal Hours	Traineeship	Partial Exemption
ACMEQU202	Handle horses safely	100	160	64
ACMEQU205	Apply knowledge of horse behaviour	60	96	38.4
ACMEQU206	Perform horse riding skills at walk, trot and canter	60	96	38.4
AHCINF202	Install, maintain and repair farm fencing	30	48	19.2
AHCINF203	Maintain properties and structures	30	48	19.2
AHCLSK205	Handle livestock using basic techniques	30	48	19.2
AHCLSK206	Identify and mark livestock	20	32	12.8
AHCLSK207	Load and unload livestock	20	32	12.8

MARTYR TRAINING SERVICES

Code	Unit/Module Name	Nominal Hours	Traineeship	Partial Exemption
AHCLSK209	Monitor water supplies	20	32	12.8
AHCLSK210	Muster and move livestock	25	40	16
AHCLSK211	Provide feed for livestock	30	48	19.2
AHCLSK218	Ride educated horses to carry out basic stock work	50	80	32
AHCLSK325	Castrate livestock	20	32	12.8
AHCMOM201	Operate two wheel motorbikes	30	48	19.2
AHCMOM205	Operate vehicles	20	32	12.8
AHCWHS201	Participate in work health and safety processes	20	32	12.8
AHCWRK204	Work effectively in the industry	20	32	12.8
AHCWRK209	Participate in environmentally sustainable work practices	20	32	12.8
	TOTAL		968	387.2