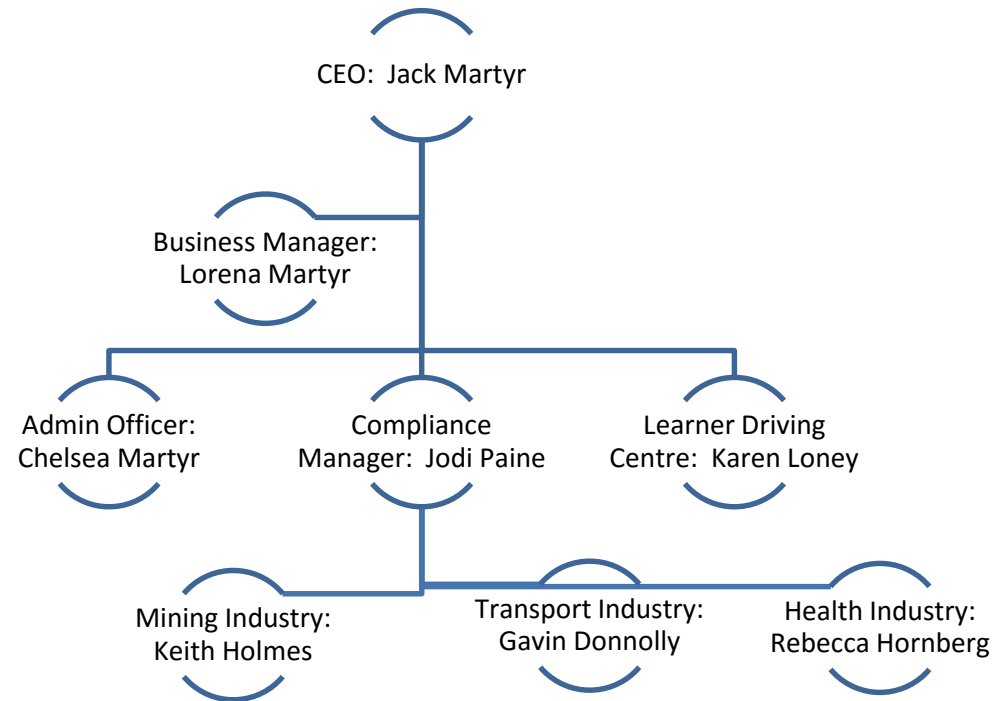


Martyr Training Services Student Handbook

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Martyr Training Services Organisational Chart



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Welcome

Thank you for choosing Martyr Training Services (MTS) assists you in achieving your goals.

On behalf of all staff at MTS we send you a warm welcome and thank you for choosing MTS for your professional development. Your enrolment is an important step in further developing and/or formally recognizing your skills and knowledge to assist in your career aspirations.

We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Our vision is to enable students to achieve their chosen career goals by providing flexibility in accessing training and to provide excellence in the training and support provided, to assist you on your path to career satisfaction.

This student handbook will provide you with information about MTS, as well as the services we provide, and how to enrol in your chosen course.

At any time you need further information, please contact us on: 07 47433400

We also welcome your comments; - Tell us about things we have done well, or could have done better, so we can improve our services to students. Comment forms are available in each of our courses.

Once again, on behalf of the MTS Team we welcome you and look forward to working with you.

Regards

RTO Management Team

Office Locations

MTS have three national locations: Head Office is located in Mount Isa, Queensland.

MTS Head Office and Regional Office Locations		
Mount Isa	Townsville	Brisbane
64 Duchess Road Mount Isa Qld 4825	4 Vanessa Court Alice River Qld 4817	4 Askew Court Tarragindi Qld 4002
Phone: 07 47433400	Phone: 0437448851	Phone: 0407 641117
Fax: 07 47 437230		

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The Vet Quality Framework (VQF)

Only registered training organisations (RTOs) can issue Australian Qualification Framework (AQF) qualifications and statements of attainment in the vocational education and training (VET) sector. Training organisations who issue AQF qualifications or statement of attainments must be registered with the Australian Skills Quality Authority (ASQA) if they operate within ASQA’s jurisdiction.

MTS are registered with ASQA to provide and assess nationally recognised training across Australia in accordance with their current scope of registration accessed at <https://training.gov.au/Organisation/Details/31279>

ASQA registered training organisations must meet the requirements for registration, inclusive of the requirements of the VET Quality Framework (VQF). MTS Trainers/Assessors are required to maintain their knowledge of the VQF.

As an RTO we are audited by ASQA to ensure we meet the requirements of the VQF. This includes ensuring our trainers/assessors are qualified to train and assess in the industry.

Access & Equity

MTS are committed to integrating Access and Equity principles within all our services that we provide to our students. All employees recognise the rights of students and are available to provide information, advice and support throughout your enrolment with MTS.

Regardless of cultural background, religion, gender, sexuality, disability, location or age, you have the right to learn in an environment that is free from discrimination and harassment and are treated in a fair and considerate manner while you are studying with us.

Some examples of our support include:

- We are able to offer Language and Literacy support to students who have difficulty with written or spoken English
- Equally so, we are able to support students with numeracy issues
- Qualifications are largely self-paced and we are able to accommodate the unique needs of expectant or new parents or students with other carer’s responsibilities
- We have the ability to modify learning and assessment tasks to accommodate the unique cultural or personal needs of participants

Any issues or questions regarding access and equity can be directed to the MTS Compliance Manager or the Business Manager.

Client Support

We currently offer support in:

- Assessment options including recognition of prior learning (RPL)
- Options in delivery modes
- Guidance on career paths
- Additional trainer support where required
- Any special needs our clients may have, including Language, Literacy and Numeracy

Enrolment Process

We provide clear information on the qualifications/courses that we offer. This includes the training and assessment outcomes, any required skills or knowledge, and any additional training pathways. Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. A training plan will be generated prior to or at enrolment, that you will also need to sign. All information collected is kept confidential and subject to our Privacy Policy in this Student handbook. Before and during the course enrolment process, we will provide access to our student handbook which includes our Code of Conduct to ensure all students are aware of and understand the information contained in both.

We will at any time welcome questions relating to the Student Handbook and training/assessment requirements to ensure clarification of any issues.

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Flexible Learning & Assessment Procedures

Our training and assessment procedures are flexible and take into account your needs. We will ensure that:

- All required resources for the delivery of any course are in place and meet current industry standards
- Training and assessment will only be conducted by qualified Trainer/Assessors
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material
- You are fully supported through your training with MTS

This means that the training and assessment you receive is done in accordance with the national quality-training framework.

Complaints, Grievances and Appeals

Complaints

We will deal with any complaints received from you in an effective and timely manner, typically resolving all complaints within three weeks (21 Days).

1. A complaint should first be lodged with MTS Head office administration within 30 days of the issue arising, where possible.
2. A written response by the relevant Business Manager will be provided within 21 working days.
3. Where the outcome is not satisfactory to you, the CEO should be contacted in writing (mail/email), setting out:
 - The circumstances surrounding the issue
 - Who was involved
 - Why a complaint is being lodged
 - Any evidence including dates and documentation
 - The name of any witnesses who could support the case
 - Then email MTS CEO Email: admin@martyrtraining.com.au
4. Management will consider the complaint and the student will be notified in writing of the outcome.
5. If the student is not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and the student will have an opportunity to formally present their case.
6. The Complaint - and outcome - must be entered into the Complaints and Appeals Log.
7. The complaints register will be reviewed fortnightly by the Compliance Manager.
8. All complaints and appeals will be reviewed at our monthly management meetings and, if appropriate, will result in a continuous improvement activity within MTS.

NB: All complaints received by the RTO that put the health and safety of a student at risk will be dealt with immediately by the Business Manager and CEO and may result in disciplinary action regardless if it involves MTS employees and/or trainers/assessors. Where necessary, involvement from appropriate authorities may be required and will be actioned.

Assessment Appeals Process

1. Where appropriate, the student should first approach the assessor concerned within 30 days of receiving the assessment result (where practicable).
2. Where the student feels the outcome is not satisfactory, the student should contact MTS Head office and request the details of the relevant Business Unit Manager. Students should then contact the Business Manager in writing (mail/email), setting out:
 - The circumstances surrounding the issue
 - Who was involved
 - Why an assessment appeal is being lodged
 - Any evidence including dates and documentation
 - The name of any witnesses who could support the appeal
3. Management will consider the appeal and the student will be notified in writing of the outcome and the reason for the decision.

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4. If the student is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the student will have an opportunity to formally present their case.
5. Appeals must be entered in the Complaints and Appeals Log.
6. The complaints register will be reviewed fortnightly by the Compliance Manager.
7. All complaints and appeals will be reviewed at our monthly management meetings and, if appropriate will result in a continuous improvement activity within MTS.

Referrals

If the student is still not satisfied with the resolution of the complaint or appeal, the CEO directs them to seek further assistance from industry body, whose details are listed below.

ASQA (NSW, SA, ACT)	TAC Secretariat (WA)	DETA (QLD)
1300 701 801- option 5 or forward an email to: enquiries@asqa.gov.au	(08) 9441 1925	1300 369 935 Office of Fair Trading 13 74 68 (refunds)
VRQA (VIC) Victorian Ombudsman	Tasmanian Qualifications Authority (TAS)	DET (NT)
(03) 9613 6222 or 1800 806 314 Consumer Affairs (refunds) 1300 558 181	(03) 6233 6364	(08) 8901 1371 or (08) 8901 1357

Record Keeping and Confidentiality

Records of all academic grievances handled under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records, upon written request to the Compliance Manager (or delegated nominee).

All records relating to complaints will be treated as confidential and will be covered by the Privacy Policy and Procedure.

Legislative Requirements

MTS must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

We must ensure all students; employees and clients are fully informed of these requirements that may affect their duties or participation in vocational education and training.

Legislation relevant to an RTO falls into three categories:

- General operations
- Vocational education and training
- Occupation specific, such as licenses

This legislation governs our obligations as a Registered Training Organisation, and also relates to the industry that we are conducting training for.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975

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- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- National Vocational Education and Training Regulator Act 2012

State Based Legislation

- Education and Training Reform Act 2006
- Workers' Compensation Act
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979. And updated August cover sheet only modified 2002)
- Child Wellbeing and Safety Act 2005
- Working with Children Act 2005
- Australian National Training Authority Act 1992

Relevant information can also be found on the following websites:

- Occupational Health & Safety <http://www.workcover.nsw.gov.au/Pages/default.aspx>
- The Australian Human Rights Commission <http://www.hreoc.gov.au/about/index.html>
- NSW Department of Education and Communities <https://www.det.nsw.edu.au/home/>
- Workcover <http://www.workcover.nsw.gov.au>
- Privacy Commissioner <http://www.gov.au>

Occupational Health and Safety Policy

Occupational Health and Safety describes MTS' duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use,
- Adequate team training including topics such as safe work procedures,
- Properly maintained facilities and equipment,
- A clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques are maintained
- Ensure student's safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Display first aid and safety procedures for all team members and participants to see
- Promote an environment that is drug and alcohol free
- Report any identified Occupational Health and Safety hazard to the appropriate team member as required

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Drugs and Alcohol

To protect the safety and well-being of students, employees and trainers/assessors, MTS is committed to maintaining a drug and alcohol free environment. MTS prohibit the use, distribution, selling or possession of drugs or alcohol on any of MTS premises or while training and assessment is being conducted on premises other than MTS office locations. This includes the student’s workplace or other facilities in which training and assessment is being conducted by an MTS Trainer/Assessor. Exceptions of this policy include where the use of possession of drugs is lawful and prescribed by a medical practitioner.

Where a student, employee, or trainer/assessor is found to have used, possessed or sold any alcohol or drugs on MTS premises or where MTS is conducting business, the student, employee or trainer/assessor may face disciplinary action in accordance with the MTS disciplinary procedure.

Where a student, employee or trainer/assessor uses any drug lawfully prescribed by a medical practitioner and the use of that drug may in any way impair or influence a student’s conduct while attending training and/or assessment, the student, employee or trainer/assessor must advise their MTS trainer/assessor or relevant MTS Business Unit Manager immediately. Any information disclosed by a student, employee or trainer/assessor in these circumstances is private and confidential and must not be disclosed to any other person unless that information is likely to harm other students, employees, or general public.

MTS support a no-tolerance policy in relation to drug use. Any Student, employee, or trainer/assessor who is found to have breached MTS prohibition against possession, use, sale of, or impairment by drugs on MTS premises or where MTS is conducting business will face immediate disciplinary action and is likely to be dismissed from the training course or employment.

Where the possession, use, or sale of drugs or alcohol constitutes a criminal offence the appropriate authorities will be notified.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the MTS code of conduct and/or policies. This includes but is not limited to:

- Breaches of any Commonwealth or State law which underlie MTS operations
- Behaviour that impairs the reasonable freedom of other persons’ to pursue their studies and participate in the courses offered by MTS
- Refusing or failing to disclose information in full or truthfully
- Any act or failure to act, that endangers the safety or health of any other person
- Acting in a way that causes students or personnel of MTS to fear for their personal safety
- Acting in a way that causes damage to MTS property
- Wilfully obstructing or disrupting any official MTS ceremony, activity, class or assessment process
- Any form of harassment, whether based on gender, race, age, ability, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any MTS resources, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Making a false representation as to a matter affecting your status
- Engaging in abusive behaviour.

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Disciplinary Action

MTS attempts to provide training and assessment services in a spirit of co-operation and mutual respect. If a trainer/assessor is unhappy or dissatisfied with the behaviour or performance of a Student, the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, or immediately cancel the class
- Examples of when disciplinary action may be required to be taken include when a student:
 - Fails to attend the required minimum number of classes for any course without reasonable explanation
 - Brings onto, or consumes on our premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
 - Brings onto or consumes on our premises any alcohol
 - Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
 - Damages or removes any Financial or resource of or any training venue hired by MTS
 - Assaults (physically or verbally) any person or persons on the premises of or any training venue hired by MTS
 - Fails to comply with any instructions given by a member of team relating to the safety of any person or persons on the premises
 - Exhibits any form of conduct within our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
 - Colludes, plagiarises or cheMTS in assignments, assessments or examinations which may be detected from non-referencing of source materials, collusion with other students in the submission of assessment materials or by reference to the resources detailed on the ASQA website
 - Breaches assessment guidelines.
 - Enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Harassment and Discrimination

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all employees, clients and students feel valued, respected and are treated fairly.

We will ensure that all of our employees understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and “by example”. We will ensure all of our employees are aware of the processes and procedures for addressing any form of harassment or discrimination.

Employees, inclusive of trainers/assessors and students should be aware of the following definitions:

- **'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.
- **'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.
- **'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

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- **'Harassment'** - is any unwelcome and uninvited comment or actions that result in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.
- **'Personnel'** - refers to all employees and contractors of MTS
- **'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.
- **'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.
- **'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles:

All employees and students have a right to work in an environment free of any form of harassment and discrimination,

All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.

When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it.

In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.

Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation. Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Employees and students should not make any frivolous or malicious complaints. All employees and students are expected to participate in the complaint resolution process in good faith.

Privacy

MTS take the privacy of our students very seriously and we will comply with all legislative requirements. If you feel there has been a breach in our privacy you have every right to discuss this with your trainer/assessor or another MTS Representative who will fully investigate the issue.

In 2001, the Commonwealth Privacy Act 1988 was amended and Australians now have specific rights in relation to how their personal information is handled by many private sector organisations.

Privacy rights come in the form of ten National Privacy Principles (NPPs). These set the standards organisations are required to observe in collecting, storing, using, disclosing, protecting and transferring personal information.

Privacy Rights

A person can:

- Know why their personal information is being collected and how it will be used
- Ask for access to their records, including health information
- Take up opportunities to stop receiving direct marketing material

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- Correct inaccurate information about themselves
- Know which organisations will be given their personal information
- Ensure organisations only use information for purposes they have told the person about
- Find out what information an organisation holds on them and how they manage it

Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the Standards for NVR Registered Training Organisations 2012 we will need to make your information available to others. In all other cases we must ensure that we will seek the written permission of the student.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Working with Children

MTS will comply with all Federal and State working with Children legislation. Prior to commencement of employment with MTS all trainers/assessors are required to complete a Working with Children Check and the working with children check must be returned as "clear" prior to commencement of work, within the state/s they are delivering and assessing students on behalf of MTS .

Students can request further information on the Working with Children's Check from the MTS Business Unit Manager.

Copyright Laws

All students must comply with copyright laws.

Infringement of copyright is not permissible. All students should note the following conditions:

- You may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter,
- You may copy up to 10% of the number of pages in a collection of works, as long as the works being copied have not been separately published, or, whether the work is separately published or not, it is not more than 15, pages long,

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- You may copy the whole of any work if you check with the supplier that the work will not be available for purchase within 14 days (or six months for textbooks) at the price you would normally pay,
- You must also acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher,
- You must register details of the copies being made,
- Students may copy up to 10% of a chapter of work.
- All organisation owned training and assessment material must carry the copyright notice, which consists of the symbol "©" with the name of the copyright owner and the year of first publication (for example, "© Name of RTO 2010").

Fees, Charges and Refund Policy

Purpose / Scope / Objectives

The purpose of this policy is to outline the policy and procedure for the issuing of refunds within Applied Training Solutions.

Policy

Fees and Charges

1. Fee - General

Fees are levied on all courses offered. Details of current course fees will be made available on the website, course brochures or by telephone and email enquiry. Fees or charges defined in this policy (also known as 'Full fees for services') are paid by the students for inclusion in any course offered by MTS .

2. Advising students of course fees

Fees are categorised as follows and are always mentioned as Australian dollars (AUD):

- Students are advised of fees prior to enrolment through the course brochures, verbally (through phone or in person) or through email communication.
- A portion of course fees may be payable on or before the start of a course. Students are eligible to apply for a payment plan schedule. Prior to commencement of this course, please discuss payment options with the MTS representative assisting you with your enquiries. Where fees and charges have been scheduled over the duration of the course and you are unable to make payment in the timeframe required, please discuss this with your assessor or contact the MTS head office. All information provided by you will remain confidential.
- Certificates and Statements of Attainment can only be issued to students who have paid all fees or who have entered into a Direct Debit Agreement.
- Training and assessment fees for government funded training programs are calculated in accordance with the Australian and state Government funding agreements which may vary and change from time to time depending on government policy.

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Refunds

“FEE FOR SERVICE” TRAINING REFUNDS

Refunds will be paid in the following situations

1. Where MTS have incorrectly charged a student/client.
2. Where a student seeks a refund after cancelling a course to complete the course at an alternative vocational education institution. This refund will only be 50% of the course costs provided that:
 - a. Satisfactory evidence of the subsequent enrolment has been provided.
 - b. The application has been received before 20% of the course time has elapsed and the student has not progressed in the course.
 - c. If a student has been issued the course/resources and commenced training; and participation is evidenced, no refund will be granted unless approval is granted either through point 3 or one of the special conditions mentioned below.
3. Where a student has commenced a course in error (i.e. selected the wrong course), a new course will be assigned provided that:
 - a. The student has not completed more than one unit of competency

NB: No funds will be refunded – instead, the correct course will be assigned.
4. Where a course has been discontinued, and fees have been paid by a student in relation to that course, MTS will offer the student the ability to transfer monies paid towards another course which MTS offers.
5. Where the course is made unavailable due to no fault of the student for more than 5 days, or no acceptable alternative course is available, fees will be fully refundable

Special Conditions and Information

1. In circumstances where it is agreed by the assessor and the student that the delivery method of the learning program is not the most appropriate method, MTS will:
 - a. Offer additional personalised support to work directly with an assessor “one to one”
 - b. Approve an appropriately qualified mentor to support learning
 - c. Suggest and arrange for inclusion in an alternative method of delivery (If Classroom based delivery is the selected alternative this will only be made an alternative if one is taking place in a reasonable timeframe)
 - d. Offer a full refund
2. All requests for cancellation or refunds must be made in writing (via a “Fees and Charges Request”), and be accompanied with supporting documentation where necessary
3. Confidentiality of your information is always ensured
4. Refunds will only be made by direct debit to the student or the entity that paid for the course. In the case of “client” refunds, additional credit may be placed on their account.
5. Refunds will be paid within 14 days of refund request being approved.
6. It is at the discretion of the Business Unit Manager in conjunction with the General Manager (CEO) to issue refunds outside the aforementioned conditions as it is Applied Training Solutions’ approach to, wherever possible, meet the student and client needs and maintain good customer relationships. Therefore in exceptional circumstances, should a student have to discontinue a course for legitimate reasons such as sickness, family circumstances or bereavement , a pro-rata, partial or full refund will be given or assignment of another course which may be more appropriate at the time.

Face to Face Courses

1. Cancellations can be made up to 14 days **prior** to the commencement of a program and must be made either in writing and addressed to Martyr Training Services and titled “Cancellation of Course”. A full refund less an administration fee of \$50.00 per unit of competency or \$200.00 for a full qualification/traineeship will be paid to the student.
2. Transfers to alternate programs or program dates can be arranged without penalty with notice of 14 days or more again in writing/email.

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3. Cancellations of programs within 14 days from program commencement date will not be refunded or allocated to another program in these circumstances.
4. MTS cannot accept responsibility for changes to work commitments or personal/organisational circumstances within this 14 day period.
5. Student substitutions are welcomed at no extra cost.
6. If course programs have adequate numbers and an individual needs to cancel with late notice, MTS may at its discretion transfer the student to another course/program.
7. Should MTS cancel a program, students are entitled to a full refund or transfer of funds to a future program.

Refunds will not be provided in the following circumstances:

1. Where a student’s enrolment has been terminated due to disciplinary action, fees will not be refundable.
2. Where a student fails to attend a program outside of the conditions detailed above, fees will not be refunded or allocated to another course.

GOVERNMENT FUNDED TRAINING FEES – FULL QUALIFICATIONS

1. All refunds for government funded subjects and programs shall be in accordance with the refunds policy of the relevant State Governing Body.
2. MTS will provide refunds to Government Funded Traineeships for enrolment/tuition and or student support services fees in accordance with contractual requirements either for each State, Territory or Federal body. At the time of induction each Student will be briefed on their particular State and / or Federal requirements.
3. Students enrolled in a traineeship program will receive a full refund for any Student contribution fees, student support services and other fees (if applicable) charged for any training delivery that has not commenced and/or if a specific cancellation date has been stipulated after the commencement date (where State specific).
4. Where a student withdraws from a unit of competency/module within a qualification that is part of an approved training plan, a pro-rata refund may be granted provided delivery has not commenced. For example, if the student has completed 5 out of 10 units within a qualification, and each unit has the same nominal delivery period, then 50% of the Student contribution fee may be granted
5. Where MTS cancels a program a full refund of student contribution fees will be granted.
6. If a student has paid a fee for tuition which is no longer required because of recognition of prior learning (RPL), then MTS will refund an amount equal to the difference between the enrolment fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken. Note – on occasions the process of RPL may be equal in tuition hours.
7. If a student wishes to transfer from one funded program to another a re-commencement fee may be charged to cover amended student contribution fees.
8. All cancellations from a Government Funded Program after the commencement date may incur an administration fee in accordance with the refunds policy of the relevant State Governing Body but only if this is communicated to the individual as part of the enrolment process.

Special Conditions and Information:

1. Specific details regarding state refund requirements will be provided to the client/student on engagement in a State funded program.
2. These conditions are overridden by any direct information contained in a direct MOU or agreement between MTS and the client/student.
3. All cancellations must be made in writing/ or by email and addressed to the Business Unit Manager or General Manager (CEO), 14 days prior to the start of a funded program.
4. There are specific DET cancellation forms for each state that must be completed prior to refund process or course cancellation occurring.

Definitions

- **“Refunds”** refer to Enrolment Fees, Application Fees and Student contribution Fees.
- **“Non-Government Funded Training Fees”** refers to all short courses including “Bluecard” etc. as well as traineeships which are not state or federally funded.
- **“Government Funded Training Fees”** refers to all traineeships and courses whereby federal and/or state funding is provided to the employer and trainee.

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Refund Responsibilities

The Business Manager will review the refund application against the Refund Policy and advise the Chief Executive Officer (CEO) of the refund application, prior to making a decision to either approve or not approve the refund. This will occur within 48 hours of MTS receiving the refund application.

Issue of Certificates

Upon successful completion of your course or unit/s, you will be issued with a certificate or statement of attainment via post within 21 days.

Replacement Testamur

In the event that you need a replacement testamur (for a Certificate or Diploma) or a Statement of Attainment after you have completed training, you must submit a written request to MTS . The information for the replacement is taken from the Certification register. A cost of \$50.00 will be payable prior to reissue.

Records Management

We are committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our company records. All hard copy records - including individual student records - will be stored in a locked secure office area.

Our electronic records are stored in our computer system however our Student training records are stored in our Student Management System – “VETtrak”. All electronic records are protected by password access, and we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The term “student records” covers:

- Enrolment details
- Learning support needs
- Attendance records
- Anecdotal notes
- Record of complaint or appeal
- Assessment results
- Training record
- Licences gained as a result of training
- Statements of Attainment issued
- Qualifications issued

A record of qualifications and statements of attainment issued will be retained (Certification register) for a period of 30 years. The Information retained will allow complete reproduction of Certification if required. A list of units of competency achieved by each Student will be included.

MTS will produce in full at audit (if requested to do so), all completed student assessment items for each student for:

- The duration of the RTO's assessment appeal period or;
 - A period of six months from the date on which the judgement of competence for the student was made; or
 - The duration of the student’s enrolment; or
 - As stated in contractual agreements for federal, state and territory funded programs
- In each case, whichever is the longer period will be actioned.

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Retention Security

MTS will retain your records in a manner that safeguards them against unauthorised access, fire, flood, termites or any other pests, and which ensures that copies of records can be produced if the originals are destroyed or inaccessible. Records may be in hard copy or electronic format.

In the event that MTS ceases to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including training records, taxation records, and business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our students in the future (AVETMISS), we will utilise the features built into our RTO Database.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded. Access to your individual student training records will be limited to those required by ASQA such as:

- Trainers and assessors to access and update the records of the students whom they are working with,
- Management employees as required to ensure the smooth and efficient operation of the business,
- Officers from relevant Government bodies or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

The release of this information will only occur when students give permission for third parties to access their student records after completing the personal details release form.

Student Access to Records

MTS understand that learners must be able to access their training record in a timely manner, so that they are aware of their progress through a training program. If the training record is not immediately available to the learner, they may request a copy from either the trainer/assessor or administration, whichever is easier for them. The learner must be provided with an up-to-date copy of their training record within 48 hours of receiving the request.

Other records

Learners also have right of access to:

- Their own enrolment information
- Their own attendance records
- Their own learner file and anecdotal notes

If a learner requests access to these files they may view them on the premises, in the presence of an authorised member of staff, at a mutually agreed time. The RTO Manager must be made aware that this is being arranged.

Continuous Improvement Policy

We recognise that opportunities for continuous improvement will occur in every facet of our business. We recognise the value of these opportunities and have embedded the ARDI “Approach– Deployment-Results-Improvement (ARDI) cycle in quality management processes.

Your feedback is important to MTS in ensuring we continuously improve all our training and assessment outcomes for all our students across our operations. Throughout the course of your training your trainer/assessor will require you to provide feedback, this could be done by:

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- Completion of learner questionnaires,
- Providing feedback at the end of an assessment activity,
- Periodic monitoring visits conducted by a MTS representative
- Completing feedback sheets

All feedback received by MTS is reviewed, improvement actions are recorded on the MTS Improvements register, and improvements are implemented and monitored at our monthly management meetings.

Version Control Policy

MTS ensure that all students have access to the current versions of all training resources. We will do this by ensuring documents that are part of the MTS Quality Management System – Chalkport - are version controlled and contain footers with version information. Only the latest version of a document will be available to trainer/assessors and MTS employees.

Induction

Once all students have completed the enrolment session they will complete an induction program which will cover:

- Introduction to the MTS training team
- Expectations of the students throughout the training
- Where to go to for additional support
- MTS Code of conduct
- Confirmation on the unit of competencies to be completed
- Training Plans Contract and Non-Contract
- Dates, Times, and locations of training
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued

Competency Based Training and Assessment

Competency-based training is an approach to learning where emphasis is placed on what a Student can do in the workplace as a result of their training. Students who have successfully achieved competency will have the skills and knowledge they need to complete workplace activities in a range of different situations and environments, to an industry standard of performance that is expected in the workplace.

Competency-based training is usually based on performance standards that have been set by industry. Competency-based assessment materials are designed to ensure that each Student has achieved all the outcomes (skills and knowledge) required by each unit of competency. Competency-based training allows for flexible entry and exit for learners enabling them to complete their studies much quicker. Once they have achieved competency in a unit of competency they can then move onto the next unit. Training can take place both on and off-the-job using a variety of delivery modes and methods.

We recognise that not all students are best able to demonstrate skill competency in traditional ways. Thus we will reasonably adjust our training and assessment methods to meet the needs of a diverse range of students within the restrictions of the training package. The common example of reasonable adjustment is the delivery of the learning material and the conducting of the assessment in a verbal form rather than a written form. We cannot allow the inability to read a document or complete a written assessment as a barrier to determining competency.

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Assessment Standards

All assessments conducted by us will comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds:

- I. *TAESS00001 Assessor Skill Set* or be able to demonstrate equivalence of competencies; and
- II. be able to demonstrate vocational competencies at least to the level being assessed; and
- III. be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

Assessments within MTS will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the Nationally Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess
- Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- Fair** - Assessment procedures will be fair, so as not disadvantage any learners

Assessment procedures will:

- Be equitable, culturally and linguistically appropriate
- Involve procedures in which criteria for judging performance are made clear to all students
- Employ a participatory approach
- Provide for students to undertake assessments at appropriate times and where required in appropriate locations

Assessment procedures will be flexible. They should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of the assessments
- Validation and moderation of the assessment materials conducted in our annual reviews
- An understanding of the definition and practical application of the above definitions

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the expected assessment outcome of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)

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- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

Assessment Statement

- We will ensure that we assess our students in sufficient detail to ensure that we can determine that you have attained competency.
- We as employees are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options to our students.
- All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal (see further details in the appeal process section).

Recognition of Prior Learning (RPL)

MTS recognise that students will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid irrespective of how they were acquired.

Students who believe they have skills and knowledge that would be covered in the training programs offered by MTS should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Students can make an application for Recognition of Prior Learning at any time during the training program.

Credit Transfer

“Credit Transfer” is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Organisation. Credit Transfer is available to all students enrolling with us in any of our training programs.

Transitioning Training Packages

MTS will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

MTS will also manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or VET accredited courses to our students.

Language, Literacy and Numeracy LLN Assistance

Supporting those students with language, literacy and numeracy deficits

If you feel that you may have language, literacy and numeracy barriers, please advise your trainer/assessor; - don't allow this to deter you from reaching your goals. MTS will assist you and provide you enough support and mentoring where it is reasonably allowed to guide you towards your goals.

Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, MTS will adopt strategies which enable the student to progress in their desired training program.

The following strategies are to be considered and will be informed by the level of language, literacy numeracy deficit determined during the assessment:

1. Negotiate a training program that recognises additional time will be required to appropriately support the student to complete the training.
2. Obtain a commitment from the student about the additional personal effort that is required to training program.

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3. If agreed to by the student, where the student is undertaking employment based training, engage with the student’s employer to negotiate the additional time and effort required to appropriately support the student during the training program.
4. Make arrangement for their assessor to speak with the student (via phone) to monitor their progress and adjust the support strategies.
5. Recommend an external provider where the student can get expert assistance.

Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within MTS the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (TAFE). These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

Any external training will be at the expense of the student. If the student is unemployed or receiving certain Commonwealth payments, they may be entitled to financial support from government agencies.

Student Support, Welfare and Guidance

We will assist all students in their efforts to complete our training programmes.

In the event that a student is experiencing any difficulties with their studies we would recommend that the student should see their trainer, or another employee of MTS .

The employee will ensure that the full resources of MTS are made available to ensure that the student achieves the required level of competency in all Nationally Recognised Training.

Should the student be experiencing a personal difficulty we will make every attempt to accommodate their needs within our capacity. MTS have a compassionate and understanding approach to the difficulties of our students, and the student can be directed to contact the MTS Welfare Officer.

If the student needs exceed our capacity, we will refer them onto an appropriate external agency.

You can seek support immediately by contacting:

Police/Fire/Ambulance Ring 000	Interpreting Services: TIS 13 14 50
Poisons Information Centre 24hr advice on all exposures to poisons, medicines, plants, bites/stings 13 11 26	Alcohol and Drug Information Service (24 hour counselling and information) 1800 177 833
Abortion Grief Counselling 1300 363 550	DV line (Domestic Violence support and referral) 1800 811 811
Family Drug Support Information, help and support for families affected by drugs 1300 368 186	Literacy and Numeracy Support: Victorian Adult Literacy and Numeracy Council Phone 03 9546 6892 Web: www.literacyline.edu.au
Lifeline: 131 114	Men’s: Line Australia 1300 789 978 for men with family and relationship concerns
Pregnancy Counselling Australia (Pregnancy termination alternatives and post termination counselling) 1300 737 732	Pregnancy Help Line 24 hour counselling and information for Pregnant women and their families 1300 139 313
Salvation Army Salvo Care Line 1300 363 622	Statewide Sexual Assault Helpline 1300 366

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Student Learning Needs

We are required to ensure that we make every effort to assist our students in achieving competency in our training programs. Part of this obligation is to ensure we confirm or re-affirm the information about special needs that was advised to us at the time of enrolment.

MTS have consciously decided to have Students complete the enrolment form at the commencement of the first training session. Students will be allocated 10 minutes to complete the form.

Trainers/Assessors will observe students to identify students that appear to be having difficulty in completing the form. The aim of this assessment is to ensure that we confirm the learning needs of our students prior to commencement of the training.

If we can identify any students with special needs we can then ensure that we modify our training and assessment strategies to accommodate their needs.

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