



Learner Handbook

Version 2.00

Introduction

This Handbook provides you with general information about your participation in a Major Training Services Pty Ltd (MTS) learning and / or assessment program (RTO Code 90748). It outlines our obligations to you and your obligations to us and your fellow learners.

As you are participating in a MTS program through your employer, it is important to note that MTS has entered into a contract with your employer for the provision of our learning and assessment services. While we strive to make your learning and assessment experience with us as safe, enjoyable and rewarding as possible, any concerns you may have about your selection or nomination to participate in our program should be addressed with your employer.

To help us maintain our high standards, please take the time to read this Handbook and complete the acknowledgement declaration indicated on the MTS enrolment form.

If you have any questions about MTS, including our policies and procedures, please feel free to view these on our website or contact our Head Office on 02 9907 2375. Furthermore, your suggestions are always welcome.

Legislation and regulation

We are obliged to conduct ourselves in accordance with a range of laws, regulations, policies and directions from the national VET regulator – The Australian Skills Quality Authority (ASQA). Below is a list of relevant legislation that we comply with, which is not exhaustive.

- a. Age Discrimination Act 2004
- b. Copyright Act 1968
- c. Copyright Amendment Act 2017
- d. Disability Discrimination Act 1992
- e. Disability Discrimination Amendment (Education Standards) Act 2005
- f. Disability Discrimination and Other Human Rights Legislation Amendment Act 2009
- g. Disability Discrimination Regulations 1996
- h. Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- i. Fair Work (Registered Organisations) ACT 2009
- j. Fair Work Act 2009
- k. National Vocational Education and Training Regulator Act 2011
- l. Privacy Act 1988 and subsequent amendments
- m. Racial Discrimination Act 1975
- n. Sex Discrimination Act 1984
- o. Work Health and Safety Act 2011
- p. Workers Compensation Act 1987

- q. Australian Qualifications Framework Second Edition 2013
- r. Application of the Australian Qualifications Framework Qualifications Issuance within the VET Sector National Skills Standards Council Policy Statement Version One dated March 2013
- s. Standards for Registered Training Organisations 2015
- t. Nationally Recognised Training (NRT) Logo Specifications ASQA June 2011
- u. Australian Skills Quality Authority General directions as maintained at <http://www.asqa.gov.au/about-asqa/general-directions.html>

Obligations, responsibilities and rights

Your obligations

As a participant in our program and a candidate for assessment you are required to:

- Attend all sessions and record your attendance by signing the program attendance sheet that will be available on each day of your program (by doing so you are agreeing to abide by the obligations, responsibilities and rights described in this handbook).
- Participate actively in all program activities.
- Treat all other participants and the Trainer / Assessor with respect and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status.
- Abide by your organisational policy and directions relating to your responsibilities and standards of behaviour.
- Read all relevant course and training information.
- If required, meet with your Trainer / Assessor and / or the organisation's course coordinator to review your progress.
- Prepare yourself for assessment at the scheduled times.
- Submit all assessment tasks.
- Ensure all assessment products are your own work.
- Raise any concerns you may have regarding the delivery of the training program, session activities and your ability to learn with your Trainer / Assessor and / or the organisation's course coordinator.
- Notify the Trainer / Assessor of any Workplace Health and Safety issues you may identify throughout the program.
- Follow the directions of the Trainer / Assessor or the training venue coordinator in the case of an emergency.
- Advise at enrolment, if you have any special needs or require any special adaptive equipment or support for the training course prior to the course commencement.
- Participate in the course evaluation process.

Your rights

- To be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status..
- To be free from all forms of intimidation and bullying.
- To work in a safe, clean, orderly and cooperative environment.
- To have any disputes in which you are involved, settled in a fair and rational manner.
- To work and learn in a supportive environment without interference from others.
- To express and share ideas and to ask questions.
- To be treated with politeness and courtesy at all times.

Our responsibilities to you

MTS will:

- Not limit access to training or act in any way as to discriminate on the basis of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status or any other criterion which is not intrinsic to good business management and professional training practice.
- When required, locate access to support services should it be identified assistance is required with Language, Literacy and Numeracy (LLN), using technology, access to assistive technology or other learning barriers.
- Make sure that you have a safe and healthy learning environment.
- Provide you with a description of the unit/s of competency associated with your program (if such flexibility has been agreed by your employer).
- Treat you with respect.
- Provide opportunities to practice the skills and apply the knowledge acquired throughout the program.
- Deliver training and record the outcomes of your assessment.
- Provide you with access to your learning and assessment record on request.
- Provide training materials and recommend other resources for further learning opportunities.
- Provide you with support in preparing you for assessment and advise you where, when and how assessment will occur.
- Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose.
- Give feedback to you on your progress.
- Provide results and regularly review the assessment process after assessment.
- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

Entry requirements for our courses

It is the student's responsibility to notify MTS when enrolling if any support is required (eg help with literacy, numeracy or any other barriers to learning).

To assist in identifying special learning needs, we have included a LLN statement on our enrolment form for your acknowledgement. If you have any concerns about your learning ability, we encourage you to discuss this with MTS staff prior to commencement of your course.

Minimum entry requirements for our courses are as follows:

- Language, literacy and numeracy (LLN) proficiency (ability to read and write appropriately, recognise and use numbers, mathematical signs and symbols within text and practically apply mathematical skills at a level applicable to the course you have enrolled in).
 - In demonstrating this proficiency, you **may** be required to provide evidence of completing Year 12 education (provision of Senior Secondary Certificate of Education); or
 - Provide evidence of prior learning at Cert IV level or higher; or
 - Complete a LLN test and successfully attain a level 3 outcome in Reading, Writing and Mathematics.
- Work experience in a public sector organisation.
- Have met the minimum standards for performance in your current employment role.

Unique Student Identifier - USI

What is a USI?

The USI is an Australia-wide student number required by students who are completing nationally accredited vocational education and training. The reference number is made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life and recorded against any completed nationally recognised VET course or qualification.

Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. Students should provide their USI at enrolment to MTS.

Procedure

- MTS will require every enrolling student to provide their USI. This will be recorded within the MTS Student Management System.
- The Client Administrator will verify the USI through the MTS Student Management System.
- MTS will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual.

Resources

Depending on the course you are attending, you will either be provided with hard or soft copies of the course materials.

Assessment

It is your responsibility to submit your assessments on time using the agreed format and method.

Assessment methods used **may** include:

- Workbook activities
- Group activities involving role plays or simulation
- Oral presentations
- Projects

The format and method will be described to you in detail at the commencement of and throughout the program.

You must submit assessments within the time frame described to you. Applications for an extension for submission of assessments will be considered on a case by case basis.

We are required by the National VET Regulator to retain your assessments for a period of 6 months. We strongly recommend you keep a copy of all assessments where possible, as we will dispose of them securely at the expiration of the 6 month retention period.

We aim to advise you of the outcome of assessment within 20 working days from the date received at our office. This turnaround time will not apply from 20 December to 26 January.

You will be assessed as either 'Competent' or 'Not Yet Competent'. If you are assessed as Competent you will be issued a Qualification or Statement of Attainment (depending on the program in which you are enrolled).

If you are initially assessed as Not Yet Competent (NYC), you will be offered the opportunity to address the deficiencies in your evidence. If you are unable to provide the evidence required to support an assessment of Competent you will be advised of as such. The process for appealing assessment decisions is described later in this Handbook.

Your Qualification or Statement of Attainment

MTS will aim to ensure that your Qualifications and / or Statements of Attainment/s are issued within 20 working days of you being deemed competent and all other aspects of the contractual arrangement between us, you and / or your employer are satisfied.

Your Qualification and / or Statement/s of Attainment will:

- Be signed by the Managing Director of MTS.
- Include the name, logo and national provider number of MTS, the Nationally Recognised Training logo, course code, a certificate number, and date of issue.
- Identify you by name.
- List the units of competency achieved.

Collection of information and privacy

For service provision

So as to provide you with a quality service, including the accuracy of personal details contained in the Qualification or Statement of Attainment issued to you and to facilitate requests you may make regarding your training and assessment record, you have provided us with certain information through the MTS enrolment form which is used as our Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant enrolment form.

The AVETMISS data you provided on the enrolment form is reported to the National Centre for Vocational Education Research (NCVER) as part of our RTO Registration requirements. As the custodian of the national VET administrative collections and surveys, NCVER collects and stores AVETMISS data in data centres within Australia using industry standard security technology. NCVER's privacy policy can be viewed at <https://www.ncver.edu.au/privacy.html>

In addition to the above, MTS respects and protects the privacy of information provided to us by learners. Excluding NCVER and your employer, we do not release a learner's personal information to any other third party without the consent of the learner and will:

- 1) Only collect that information that is necessary.
- 2) Give you access to the personal information we hold about you when requested.
- 3) Keep your personal information accurate and up to date.
- 4) Limit access to your personal information to those members of the MTS team that need it to perform their work.

For service purposes

As a RTO, we are required to provide information about the services we have provided to the National VET Regulator including the number of Qualifications and Statements of Attainment we have issued and information regarding the quality of your experience.

You will be invited to complete a Learner Questionnaire at the completion of your training and assessment. This is an opportunity for you to provide feedback on your experience during an MTS training program and our continuous improvement. Statistics obtained from Learner Questionnaires are also provided to the Regulator.

We confirm that information provided to the Regulator will not contain any personal information.

In addition to the above, you may also be contacted by NCVER to complete an on-line survey about the training you completed for this program.

Our Privacy Statement has been included on our website at <https://www.majortraining.com.au/privacy-statement>

Accessing your records

If in the future you wish to access and / or correct any information held by MTS please email admin@majortraining.com.au.

You will be asked to verify your identity and to provide certain information that will assist us in locating your records.

Complaints and appeals

MTS is committed to providing you with a quality training experience and assessment service. The processes for resolving complaints and appeals have been included in our contractual arrangements with your employer and we have worked with your employer (our client) to create a plan that meets the organisation's needs.

Should you wish to make a complaint about our service delivery or appeal against an assessment decision discuss this with your Trainer / Assessor first. We would aim to resolve any issues you may have immediately.

If your complaint or appeal is not resolved by the Trainer / Assessor through this informal process then raise your concerns with either your employer who will raise the matter with us, or directly to the MTS Administration Manager who will take the matter up with our CEO.

We suggest that you record the nature of your complaint or appeal in writing, using the Complaints and Appeals form which can be obtained by email or through the MTS website.

On receipt of a complaint or appeal from your employer we will acknowledge this in writing, review the circumstances around your complaint and work with you and your employer to achieve a satisfactory outcome.

Our Complaints and Appeals Procedures are included below and our Complaints and Appeals Policy can be access from our website - <https://www.majortraining.com.au>

Procedures

A Complaints Procedure

1. Discuss the issue with a member of staff or trainer involved

In the first instance, the complaint should be discussed with the relevant member of staff – in administration or training. Anyone with a complaint is encouraged to talk directly to the person involved to see if the matter can be resolved at this level. The complaint or appeal should be brought to the attention of the related parties within ten (10) days of the issue having taken place.

2. Discuss the issue with a Manager

Where step 1 is not appropriate, the complaint can be discussed with the MTS Administration Manager in person or by phone. An immediate resolution of the matter will be sought.

3. Fill in the complaints and appeals form and it will be considered by the CEO

If the complainant is not satisfied with the suggested resolution, the complainant should complete the Complaints and Appeals Form and return to the MTS office. The form can be obtained by email or via the website.

Information should be provided as listed below:

- A description of the complaint or appeal
- state whether they wish to formally present their case
- steps taken thus far to deal with issue / complaint
- the outcomes they would like to achieve
- any suggestion for future improvement

The CEO will consider the written complaint. Where the matter may involve the CEO and agreed third party, they will be used to consider the complaint and the resolution proposed. This will make the process fair and transparent.

4. Notification of the complaint resolution

A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant will be informed within ten (10) working days of receipt of the written complaint of the Major Training Services decision relating to the complaint.

5. Final decision of internal complaints resolution process

If agreement still cannot be reached, and the complainant wishes to pursue the matter, MTS will offer a mediation service and will appoint an independent external person to resolve this issued if required. The complainant will be given the opportunity to formally present their case. The time frame for this process should not be longer than 30 days. All relevant parties involved will receive a written statement of the outcomes, including reasons for the decision within the 30 days period. This is the final step in the internal complaints resolution process.

6. External Complaint Process

When the complainant has been advised that all Major Training Services internal complaints processes have been exhausted, the complainant will be advised of external complaint processes. This includes

providing: Contact details for;

- The Australian Skills Quality Authority (ASQA)

B. Appeals Procedure

1. Discuss your results with the Assessor who marked your work

For all assessment tasks, if the student appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days after notification of your result.

2. Request a re-marking by the same Assessor or another Assessor

If agreement cannot be reached, the student has the right to request a re-marking where the work is assessed again by the same Assessor, or another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days after notification of your result.

3. Fill in and send a written assessment appeal form that will be considered by the Director of Studies

If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the CEO shall discuss the assessment decision with the student and the Assessor. The request must be submitted in writing within 30 days of the date of the remarked results.

4. Written notification of the decision

A meeting or phone conference may be offered to the student who is appealing the decision. Details will be recorded in writing and the appellant informed within 30 days of receipt of the written appeal of MTS's decision related to the appeal

5. Timeframe to submit assessment appeals

Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.

6. External Appeals Process

When the complainant has been advised that all Major Training Services internal appeals processes have been exhausted, the complainant will be advised of external appeal processes. This includes providing: Contact details for;

- The Australian Skills Quality Authority (ASQA)

Plagiarism

What is plagiarism?

Plagiarism is the presentation by a participant of an assignment or assessment task that has been copied in whole or in part from another participant's work, or from any other source (e.g. published books or periodicals or internet sites) without proper acknowledgment.

All assignments or assessment tasks must be your own work. Each participant will be required to sign a declaration on the Assessment Cover Sheet that state the work is their own work. Plagiarism is not acceptable and all suspected cases will be investigated.

There are numerous web based resources for learning how to reference your work correctly.

Consequences of plagiarism

Once a case of plagiarism has been proved, MTS may elect to take one or more of the following actions:

- 1) Raise the matter with your employer.
- 2) Record the matter on appropriate records.
- 3) Mark the submitted assignment / assessment task with a zero grade and allow a resubmission.
- 4) Mark the submitted assignment / assessment task with a zero grade and NOT allow a resubmission; and / or suspend the person from the program for a defined period of time up to and including permanent suspension.

Recognition

We offer Recognition as a pathway to the award of nationally recognised Qualifications. Depending on the arrangement we have with you or your employer, you may be given the opportunity to apply for Recognition prior to and / or during a learning program.

Recognition is a process through which we acknowledge your previously acquired Qualifications (in which case we may transfer credit for them to your current learning program) and / or your existing skills and knowledge acquired through you work and life experience.

If you are seeking Recognition as part of our services to you we will provide you with a comprehensive brief on how that process works and support you through it.

Contact your organisation's course coordinator for advice on whether this option is available to you and how you would commence the process.

Credit transfer

We offer Credit Transfer as a pathway to the award of nationally recognised Qualifications. Depending on the arrangement we have with you or your employer, you may be given the opportunity to apply for Credit Transfer and or Recognition prior to and / or during a learning program. If this option is available we will provide you with details of the processes involved at the commencement of training.

Fees and refunds

We do not invoice individuals in advance of their training but will accept corporate payments in advance of training.

If fees have been paid in advance by your employer, it is acknowledged that the cancellation or deferment of a course enrolment is sometimes unavoidable, however, once an enrolment is made, some administrative costs will be incurred (individual circumstances will be considered).

If cancellation is received in less than 5 working days prior to session commencement, a 10% administrative levy may be retained. Where the course has commenced, no refund will be granted, however, we will offer transfer to a future or substituted course or part thereof, if possible. An administration fee capped at \$150 will apply

We can, on request, re-issue a replacement Qualification testimonial - cost on application.



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