



# MRT Training

# Participant Handbook 2016

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Participant Handbook  
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## Welcome to MRT

MRT Training (MRT) is a Registered Training Organisation (RTO ID 41529) delivering nationally accredited qualifications and non-accredited training principally but not exclusively to the Real Estate Industry. Whether you are starting a new career, doing a course to meet licensing requirements or Continuing Professional Development, upgrading your knowledge and skills or looking to have your current competency recognised, we acknowledge that you are making an investment in your future and demonstrating a high level of commitment to your personal growth and we thank you for choosing us to assist you on that learning path.

When you choose to start or develop your career with MRT you will receive personalised service, including flexible and responsive trainer support to help you achieve success in the course or qualification you in which you have enrolled. Our trainers and assessors are professionals with extensive industry experience who also hold formal adult education qualifications, ensuring that no matter what stage your career is at, your skills and knowledge will be enhanced by current, workplace relevant training and assessment strategies.

Please take the time to read this handbook; it forms part of your induction to MRT and by enrolling into a course with MRT you agree to comply with the procedures outlined in this handbook.

If you have any questions about the content of the handbook, please contact our office on 1300 115 144.

At MRT we are focused on you, your career and your business, helping you to realise your potential.



Tony Rowe  
CEO, MRT



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## About this Handbook

### Copyright

The information in this handbook is copyright to MRT and may not be reproduced in whole or in part without prior written consent of the CEO of MRT.

### Disclaimer

While every effort has been made to ensure that the information contained in this handbook is free from errors and omissions and is not misleading in any way, MRT makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) under any law including negligence resulting from or in any way connected with the use of this handbook.

MRT does not assume any legal liability, whether direct or indirect for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information.

***MRT wishes to make it very clear that enrolling in a course of study with us does not in any way guarantee successful completion of that course, nor can we guarantee the issue of any occupational licensing that may be linked with the attainment of a qualification.***

### Updates and Continuous Improvement

MRT reserves the right to modify, revise or supplement anything in this handbook at its sole discretion at any time. The most recent version of this handbook can be found on the website at [www.myrealestatetraining.com.au](http://www.myrealestatetraining.com.au)

## Scope of Qualifications

MRT is a Registered Training Organisation (ID 41529) approved to provide training delivery and assessment services for a range of nationally accredited courses.

Course Code	Qualification Name
BSB40215	Certificate IV in Business
BSB50215	Diploma of Business
CPP40307	Certificate IV in Property Services (Real Estate)
Course Code	Unit of Competency Name
CPPDSM3019	Communicate with clients in the property industry
CPPDSM3019B	Communicate with clients as part of agency operations
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID002	Provide basic emergency life support
HLTAID003	Provide first aid

NB: Full scope of registration may be found at <https://training.gov.au/Organisation/Details/41529>

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### **General Information (OR “WHAT YOU NEED TO KNOW BEFORE SIGNING UP FOR A COURSE”)**

Training may cost tens of thousands of dollars with no refund available if you make a bad choice or change your mind during the course. Every year, NSW Fair Trading receives complaints from students about fees, refunds, misleading information and course quality for training and education.

***Don't*** sign up for a training course until you research the qualifications, providers, costs and payment options that best suit you and your career plans. Australia has a national system of accrediting vocational education and training (VET) qualifications and courses. Only registered training organisations can deliver nationally recognised qualifications and accredited courses.

### **Essential checks**

Before committing to qualifications or courses, do these essential checks:

#### **Check the training provider is registered**

For vocational education and training, check that the training provider is allowed to offer the course in NSW. Make sure the training provider is a registered training organisation (RTO) and that the course you want to do is listed under the scope of training they are authorised to provide (visit [training.gov.au/Search/SearchOrganisation](http://training.gov.au/Search/SearchOrganisation)).

**If you are seeking funding from the government to support your training, check the training provider is approved to offer loans. Please note that MRT does not subscribe to government funding programs, however we can refer you to RTOs who do.**

To apply for a VET FEE-HELP student loan to pay for a course, check the training provider is approved to offer the loans. For details go to the 'Approved VET providers' page at [studyassist.gov.au](http://studyassist.gov.au). Also check the requirements for loan fees, interest and paying back the loan. For details go to the VET FEE-HELP information booklet at [studyassist.gov.au](http://studyassist.gov.au)

### **Shop around**

To find the course best suited for your needs, compare prices, fees, content and length of the courses and job opportunities after completing the course.

### **Make sure the course meets your learning, career and financial needs**

Before entering into a contract, discuss your learning and career needs with the training provider or marketer:

- Ask how the course will meet what you want from the course and your career goals, and discuss any personal circumstances that might affect your ability to study.
- Ask about the total cost, including additional costs for textbooks or other course materials, and the method of payment.
- Ask about any protections offered by the RTO for amounts you pay to them, particularly if you are paying more than \$1,500 upfront.
- Ask for cooling-off periods, census dates for cancelling VET FEE-HELP loans, cancellation and refund terms and conditions to be provided in writing.

Always get copies of the paperwork you sign and the contact details of the marketer and the training provider so that you can ask further questions or cancel the course

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### Read the training contract carefully

Before you sign, read the training contract carefully and check your cooling-off rights, which include the cancellation and refund conditions in case you change your mind. Ask for the student handbook, which should have information about the training organisation's grievance and appeals policy or formal complaint process. If there is anything you don't understand, ask the marketer and the training provider. Also, ask to speak to someone who has done the course. You may also seek help from someone you trust or from your local community organisations.

### Be wary if approached to enrol in a course

These tips will help you make informed decisions and avoid marketing pressure tactics and unscrupulous practices:

- Never sign up 'on the spot' (when someone stops you in a shopping centre or on the street, emails you, calls you up or knocks on your door). The exception is if you have done your research and are certain the course is right for you.
- Don't feel pressured by "limited time only" prices. If they want your business, they will often do you a good deal later.
- Don't be fooled by claims that a course is "free" or "Government funded". Training is not usually free. If you provide your tax file number you could end up thousands of dollars in debt via a VET FEE-HELP student loan, and will have to repay the loan when your income reaches a certain level.
- Don't be fooled by deals, such as "free" or bonus incentives like cash, laptops or tablets, which are built into your course fees or loan. From 1 April 2015 training providers and marketers are banned from offering students incentives to sign up courses funded by VET FEE-HELP loans. For more details refer to the new VET Guidelines 2015 on [www.comlaw.gov.au/Details/F2015L00430](http://www.comlaw.gov.au/Details/F2015L00430)
- Don't get scammed. Only give out your personal details, including your tax file number, if you are confident you want to enrol. Be sure the person is an authorised representative of an approved training provider. Ask for identification.
- Never provide the training provider with your usernames or passwords from government agencies, such as the Department of Human Services, Centrelink or myGov.
- If you were approached and signed up on the spot, don't pay anything until the end of the cooling-off period (10 business days).
- Try contacting other training providers who may offer the same qualification for a cheaper price, and may still offer VET FEE-HELP loans.

(reference: <http://www.fairtrading.nsw.gov.au/>)

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## Access and Equity Policy – For Enrolment in Training

MRT employed and contracted staff are required to adhere to the principles and practices of Equity in Education and Training. Grievance procedures have been put in place to ensure any concerns during training are dealt with immediately and appropriately.

Staff and participants are bound by the Anti-Discrimination Act, 1977, the Disability Services Act 1986, and the Affirmative Action (Equal Employment Opportunity for Women) Act, 1986. These are available free of charge at <http://scaleplus.law.gov.au/>.

Training services will be made available to all participants (and potential participants) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the employer and participant should they be required – costs for accessing these support services may need to be borne by the user of the services and will vary depending on the type of service accessed. MRT does not charge any extra fees for in-house support services. In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be tolerated in the workplace, or in the training environment. Professional Development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

### Participant Induction

Participant induction will be undertaken on commencement of training and assessment for all courses and qualifications provided by MRT. The induction process includes detailed explanations of the following:

1. Name and contact details of MRT
2. Contact details for absenteeism or other issues
3. Course content and time table
4. Qualifications to be issued
5. Self-Assessment and RPL/RCC process
6. Assessment Procedures and Collection of Evidence
7. Record keeping and access to files
8. Fee details and invoicing
9. Complaints Procedures
10. Expectations of respectful behaviour

### Code of Practice

MRT commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services and our contractual obligations.

To support this commitment, MRT has in place a code of practice that makes the following promises to:

- Uphold the integrity and good reputation of the company
- Demonstrate MRT's commitment to its clients
- Provide accurate and relevant information at all times
- Communicate clearly and effectively at all times
- Encourage feedback without prejudice

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## COMPETENCE OF TRAINING STAFF

MRT endeavours to meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015 (hereafter referred to as “the Standards 2015”) in the quality of its training and assessment staff. All trainers and assessors who work with and for MRT have as a minimum the following:

- TAE40110 Certificate IV in Training and Education
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing **and/or** are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant industry experience in the areas for which they are training and/or assessing.

## MUTUAL RECOGNITION

MRT will recognise all (certified) AQF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia as part of its recognition of prior learning process and where relevant, will grant the appropriate credit transfer for units of competency awarded under mutual recognition and adjust the participant’s training program accordingly. We commit to our clients to never make them do unnecessary learning and assessment where they are able to provide evidence and demonstrate competence.

## PARTICIPANT RIGHTS AND RESPONSIBILITIES

Participants who enrol in MRT courses have the right to:

- Study in a course that meets both the current industry standards and accreditation requirements
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular constructive feedback on their progress
- Be treated fairly and respectfully by fellow participants and training staff
- Have programs conducted in an environment free from any form of discrimination and harassment
- Have their personal records kept private and secure, and only made available to authorised users
- Learn in a safe and supportive environment

Similarly, participants have a responsibility to:

- manage their own learning and assessment requirements
- complete all assessments within set time periods (as applicable)
- treat all training staff and other participants with respect and fairness
- behave in a non-discriminatory and non-harassing manner
- follow all health and safety procedures in the learning environment
- not enter into the learning environment whilst under the influence of alcohol or drugs
- advise staff of any changes to their personal details
- advise staff if they plan withdrawing from the course

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## ENROLMENT, RECRUITMENT AND SELECTION

All courses offered by MRT will be advertised and promoted via our website (www.myrealestate training.com.au). These advertisements will clearly state the course name and any type of pre-requisites or selection criterion for enrolment. All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated to the potential participants.

The selection criterion for entry to the courses is based on:

- The individual's ability to complete the course (based on availability to study and LLN capability)
- Previous training and education
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
- Relevance of the course to the individual's career plans
- Prerequisites/priorities identified in the training package

Applicants who have been accepted for a course will be notified by email (unless this is not an option in which case, by telephone or post) as soon as possible about their successful enrolment and course details.

Information supplied on the enrolment form will only be available to the State Department of Education and Training and the National Commission for Vocational Education and Research and the Program Sponsor if applicable. This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.

## LEARNING RECORDS

All records of assessments are stored electronically for 2 years. MRT requests that all participants retain a copy of any assessments submitted for review. We will send via email (where possible) an electronic copy of marked assessments with feedback from the assessor.

A copy of the qualification and the transcript issued is kept electronically for 30 years. ***Please note that there is a fee of \$88.00 for re-issue of a qualification if it is lost or damaged.***

Access to records is available on written request. ***There is a cost of \$88.00 to access records once the course has been completed and the records have been closed off.***

## FLEXIBLE LEARNING

MRT is committed to providing its participants, where possible, with flexible learning processes. This means that MRT focuses on the learning rather than the teaching to provide the best possible outcome for participants. Through this means the participant will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- The scheduling of the learning sessions at a variety of times, e.g., Skype meetings outside of standard business hours
- The provision of flexible learning and assessments for those with special needs, e.g., large print or **white on black** electronic pages for those with compromised vision
- Self-paced learning experiences such as distance education and CD's
- A variety of assessment methods and tools
- Professional interpreters where it has been identified that this will enhance learning outcomes.

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## USI – UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations; will give you access to your training records and transcripts which can be accessed online, anytime and anywhere; is free and easy to create and stays with you for life.

***Where an exemption applies, or exists (see below) please note that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.***

**WHO NEEDS A USI AND WHY?** If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

**CREATING A UNIQUE STUDENT IDENTIFIER (USI)** will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training organisation you train with when you enrol.

To create your USI please go to <https://www.usi.gov.au/students/create-your-usi>. Once you have received your email from the USI team confirming your number, add your unique 10 numbers and letters to your enrolment form.

**IS ANYONE EXEMPT FROM NEEDING A USI?** Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia. This means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require a USI in to receive a Vocational Education and Training (VET) qualification or statement of attainment. However, training organisations will still be required to submit AVETMISS compliant data in respect of their offshore international students.

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, please go to this website <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply> and follow the instructions there. If the Registrar approves the request for an exemption, the USI Office will mail the individual a notice, signed by the Registrar, confirming that they have been exempted from the USI. Importantly, this notice will include the individual's name and the place and date of birth which was included in the Statutory Declaration. If you have an exemption letter, please attach a copy to your enrolment form.

NB: If you are a New Zealand citizen you cannot apply for a USI while overseas. You will require a USI if you undertake a VET course in Australia, and you will be able to apply for a USI once you have entered Australia on your NZ passport.

NB: If you are an Australian expat or resident and have an Australian ID, you need a USI even if you do the VET course while outside Australia.

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## CLIENT SUPPORT, WELFARE AND GUIDANCE SERVICES ADVICE

MRT will endeavour to assist all participants with matters of concern. MRT is committed to developing in participants a passion for lifelong learning that will enhance their existing skill set. To this end MRT will provide the following support services:

- Guidance with literacy and numeracy including basic skills, report writing and note-taking
- Referral to relevant agencies which offer vocational counselling and advice
- Advice on possible services of Government support, e.g. information regarding Austudy, JET subsidy, etc. is available at <https://www.humanservices.gov.au/business/education-and-training-providers-parent-and-student-groups>
- Making arrangements for additional one-to-one tuition and/or advice where possible between Participant and trainer/assessor (depending on how much additional support is required MRT may charge an additional fee – this will vary according to the type and amount of additional coaching required).

The following contacts are provided for support of participants:

Australian Tax Office	<a href="http://www.ato.gov.au">http://www.ato.gov.au</a>
Australian Apprenticeship Centres	<a href="http://www.aatinfo.com.au/Home">http://www.aatinfo.com.au/Home</a>
Australian Industrial Relations Commission	<a href="http://airc.gov.au/">http://airc.gov.au/</a>
Human Rights and Equal Opportunity Commission	<a href="http://www.hreoc.gov.au/">http://www.hreoc.gov.au/</a>
Office of the Federal Privacy Commissioner	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>
Department of Education & Training	<a href="https://www.education.gov.au/skills-and-training">https://www.education.gov.au/skills-and-training</a>

If you would like more information about any additional support services, please contact the MRT office.

## COMPLIANCE

MRT is solely responsible for issuing Qualifications or Statements of Attainment to graduates of our programs. Qualifications or Statements of Attainment will be issued to you within 30 days of submission of final and complete assessment documentation demonstrating that you have met all of the requirements of the relevant training program. This also assumes that all fees have been paid to MRT. No qualification will be issued unless all fees are paid in full.

We commit to working with our participants to support successful outcomes, however we reiterate that that enrolling in a course of study with us does not in any way guarantee successful completion of that course, nor can we guarantee the issue of any occupational licensing that may be linked with the attainment of a qualification.

In the unlikely event of MRT not being able to continue training or assessing, for any reason, we will institute a process of transfer from our RTO to another. If that is not feasible, a Statement of Attainment for completed work will be issued and you will be referred (along with all records of work completed to date) to the relevant department within ASQA. ASQA supports students through effective regulation of the vocational education and training industry. ASQA also accepts information from students about problems with training providers and, in some cases, can reissue student records. For more information please visit <http://www.asqa.gov.au/for-students/resolve-a-problem-with-your-training-provider.html>

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## FEES AND REFUNDS

### FEE-FOR-SERVICE

Where participants are required to pay course fees this fee must be paid prior to the commencement of the course. All participants will be issued with a receipt for fees paid. All fees paid in advance will be entered into the MRT financial management system and marked under a section defined as fees paid in advance.

MRT does not collect more than \$1500.00 in advance except in the case of a short course, e.g., Experienced Agent License Program Workshop where all fees must be paid prior to commencement of the 5-day intensive program. In this instance, fees are paid incrementally, \$1500 on enrolment, \$1500 with submission of portfolio of evidence and \$500 prior to attending the face to face workshop.

### REFUND GUIDELINES

*Administration (or enrolment) fees are not tuition charges and are non-refundable.*

Should a participant be eligible for a refund it will be paid in accordance to the terms set out in the refund policy as follows:

Circumstances	Refunds
Course fee is overpaid	full refund of overpaid amount
MRT cancels course	full refund of fees paid or credit of fees and reallocation to another course
Enrolment application is refused	full refund of fees paid
The participant is found to be eligible for a fee exemption and provides documented evidence of this	full refund of fees paid
Withdrawal from course more than 7 days ahead of the scheduled commencement date	full refund of fees paid
Withdrawal from course less than 7 days of the scheduled commencement date	refund of 75% of fees paid
Withdrawal once a course is commenced	no refund (A Statement of Attainment is issued for completed work)
Dismissal from the course as a result of ongoing and proven plagiarism	no refund
Where participant would be seriously disadvantaged if refund not granted**	by negotiation with CEO – refund of up to the full tuition fee and any other fees and charges paid by or on behalf of the participant
Where Recognition of Prior Learning has been conducted and resulted in a reduction in the number of scheduled training hours.	refund to the value of the difference between the published/quoted tuition fee and RPL Fee

\*\*The following examples are indicative of appropriate circumstances for granting a refund:

- Extended hospitalisation or illness (two-week period minimum) supported by a medical certificate and resulting in extended absence from training
- Childbirth
- Death of a significant other or close family member

\*\*The following examples where a refund is **not** likely to be granted:

- job change
- change in work hours
- inconvenience of travel to class
- moving interstate
- retrenchment

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## ASSESSMENTS

Accredited training undertaken through MRT is competency based. The competencies and assessment for all courses are clearly stated by the facilitator at the beginning of the course. All MRT trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in all courses and more than one unit of competency may be assessed at any given time. Both the participant and the trainer/assessor must be present for all planned assessment tasks, to be executed during the scheduled days of training. Turnaround time for marking assessment tasks and providing feedback is usually 5 business days.

After successful completion of the course you will receive a certificate or statement of attainment for the appropriate units for the course. Turnaround time for issue of qualifications is usually 10 business days.

It is the trainer/assessor's responsibility to ensure all participants receive the full scope of information, knowledge and tests required to complete their course successfully. The following types of assessment methods maybe utilised by MRT assessors:

- Presentation or demonstration of skills applied in a workplace
- Written short or long answer questions
- Workplace or simulated activities
- Project assignments
- Verbal questioning
- True or false quizzes or Crosswords
- Role plays

It is anticipated that all assessments will be submitted of review within 3 months of completion of any training component. Should more time be required, this will be by negotiation and may incur an additional fee.

**Assessments should not be a stressful activity.** They are conducted in a relaxed and friendly atmosphere. Please do not regard any assessment as an examination. MRT's trainer/assessors simply need to know which competencies have been mastered, and which competencies require further practice and the trainer/assessor will be flexible in the assessment methods used. Your role is to provide evidence that you can safely and consistently perform the tasks being assessed and that you know how and why you perform those tasks in a specific way.

**REASSESSMENT** MRT allows for 3 attempts at assessment, the first assessment is submitted to the primary assessor; the second assessment is also submitted to the primary assessor; any subsequent reassessment will be referred to a different assessor for review. This person may be external to our business.

### DISTANCE EDUCATION ASSESSMENTS

At the end of each unit or cluster of units of competency (subjects), you will be required to submit to MRT your assessment task(s). This will typically consist of a series of written assessments and practical, work based projects or exercises. These assessment tasks will be reviewed by the assigned assessor and returned with written feedback on current progress. In a situation where the participant has been deemed 'Not Yet Competent' the assessor will supply feedback and guidance on what needs to be done to achieve competency in the module and advise in writing what and when to resubmit the assessment task(s). This may take the form of written or verbal questioning or feedback. If a participant is unsatisfied with the result of either the initial assessment or re-assessment, there is an assessment appeals process to follow.

### ACCESS AND EQUITY IN ASSESSMENT

- All reasonable steps will be taken to ensure each participant has an equal opportunity to undertake the assessments.

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- Each participant is treated equitably regardless of race, gender, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear, please speak to the trainer/assessor
- If you have a physical or psychological impairment, please let us know as early as possible so we can make reasonable adjustments<sup>#</sup> to relevant assessment processes.

*<sup>#</sup>Reasonable adjustments may include the use of special equipment, extension of timeline, or somehow modifying the way we work with you to help you to demonstrate competency.*

## ASSESSMENT FEEDBACK

All assessment tasks undertaken will be reviewed by qualified and experienced assessors and feedback will be given on the outcomes. This feedback will be a constructive discussion and if the participant is found to be “Not Yet Competent” the assessor will explain why, and what is required to achieve competency.

## ASSESSMENT APPEALS

An appeals and reassessment process is a major part of the process involved leading to either a nationally recognised Qualification or Statement of Attainment. LINKED 2 has an impartial appeal process available for all Students. If a Student wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor. If the Student is not satisfied with those discussions and would like to proceed further, or if the Student does not wish to approach the trainer/assessor, then a formal request in writing outlining the reason(s) for the appeal must be made to the CEO.

There must be reasonable grounds for the appeal, for example

- Unclear or inaccurate instructions by the assessor
- The assessor showed bias or the Student was treated unfairly
- The Student was ill (and provides a medical certificate) during the period of assessment

The Appeal will be recorded in the Appeals register and LINKED 2 will activate the Appeals Process. Re-assessment under appeal will be undertaken within five days of the appeal being received. Every effort is made to settle the appeal to both the Student’s and LINKED 2’s satisfaction. The Student making the appeal must show respect for the process and make themselves available at reasonable times for re-assessment if that is deemed necessary. If the appeal is proven and a reassessment is required, LINKED 2 will organise a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the CEO who will supply this information to the Student in writing. The results of the reassessment will be final. Throughout the entire appeal process the Student can request that their appeal be heard by an independent person. The Student has an opportunity at any stage to formally present their case. The Student will be provided with a written statement of the appeal outcomes, including reasons for the decision. Should the outcome of the appeal not be acceptable to the Student, they will be informed, in writing, of the opportunity to lodge a complaint the relevant State Training Authority.

## SPECIAL NOTE REGARDING OUTCOMES OF ASSESSMENT

Please note that enrollment in a course with MRT does not in any way guarantee the outcome will automatically be the issue of a Qualification or Statement of Attainment. Participants must earn the right to these documents by providing adequate, current and valid evidence of competence. If you are not able to do this, we are not obliged to issue you with a qualification. We will work with you to achieve a successful outcome however we will not promise that everyone will always be successful every time.

## CHANGES TO AGREED SERVICES

Should there be a change in the Training Package or the applicable legislation that may affect the training program in which you have enrolled, for example a training package is updated after you have enrolled, MRT will make every effort to transition you to the new program so that you graduate with the latest qualification.

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## **PLAGIARISM**

Plagiarism occurs when a writer duplicates another writer's language or ideas and then calls the work his or her own. Copyright laws protect writers' words as their legal property. Participants should always submit evidence of competency that has been created by the participant themselves, or which is properly referenced. Plagiarism is not accepted by MRT and where plagiarism is detected MRT will assess the evidence provided as Not Yet Competent and further counsel the participant on the requirements of participants to submit their own evidence. Continued plagiarism will result in removal from the course without refund.

## **LANGUAGE, LITERACY AND NUMERACY (LLN)**

It is a requirement under the Australian Skills Quality Authority (our federal govt. regulatory body) that MRT ensures the training delivered on their behalf is targeted appropriately to the people participating. You will be asked to complete an enrolment form that addresses your language, literacy and numeracy skills and you may also be asked to complete additional tasks to help us to determine what type or level of learning support will best suit your individual needs. If you know you need assistance, please let us know early on so that MRT can help put this process in place. All LLN issues are treated with understanding, discretion and confidentiality. You come to us to learn, so please allow us the opportunity to make your learning a positive experience.

## **RECOGNITION OF COMPETENCY (RPL/RCC)**

Recognition of Prior Learning or Recognition of Current Competency is an acknowledgement of a person's current skills and knowledge obtained through formal training, work experience and life experience. RPL is not an examination; it is an opportunity for the demonstration of competency. If you consider you are already competent in specific units of competency from your chosen course you may be granted an exemption if:

- Your prior learning and experience is relevant to this course
- You are able to supply proof of subject-relevant formal training (conducted by industry or educational institutions in Australia), or work experience
- You can submit authenticated (or certified copies of) documents or samples of work demonstrating relevance and currency
- You participate in an interview to ascertain current skills and knowledge

To apply for RPL you will be required to complete the Application for RPL/Credit Transfer Form

## **COST OF RECOGNITION**

The initial consultation is free; a non-refundable administration fee will be charged for our RPL kit which also includes assessment of your portfolio of evidence. The non-refundable administration fee will vary with the qualification being sought through RPL and the non-refundable administration fee shall not exceed the full course cost. If you make a claim for RPL please bear in mind that you may not be granted any exemptions; you may be granted exemptions for some Units of Competency; or you may be granted exemptions for all Units of Competency.

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## **CLEANLINESS OF TRAINING ROOMS**

As with any workplace, there is an expectation that you will clear up after yourself and wash up your own cups, etc. It is expected that you will contribute to the overall clean-up of the training rooms at the end of each session and place any rubbish into the bins provided.

## **SMOKING**

MRT is a smoke free learning environment. As such you are not permitted to smoke inside the buildings. You are permitted to smoke outside the buildings unless the training is being conducted in a designated smoke free site.

## **DISCIPLINARY PROCESS**

Disciplinary requirements occur when the behaviour of a Student is deemed as unsatisfactory by an individual or group within the learning environment. If your behaviour is disruptive or offensive, and to compromise the safety and comfort of other learners, disciplinary action will be taken. During the process whenever counselling occurs the counselling is to include an identification of what the problem behaviour is; how the behaviour does not meet the guidelines as specified, and what is expected in the way of corrective behaviour.

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of Students (as per the guidelines in this handbook) the Student will be firstly counselled by the Trainer for that program.
2. If the unsatisfactory behaviour continues the Student will be referred to the CEO (or a designated supervisory person).
3. If the unsatisfactory behaviour continues then the Student will be considered for removal from the program.

## **PRIVACY LEGISLATION**

In accordance with the Privacy Amendment (Private Sector) Act 2000, MRT is committed to protecting your privacy and your personal information.

It is necessary for MRT to collect personal information about you and does so by getting you to complete an Enrolment Form at your induction. The State Training Authority, NCVET and MRT will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent. If at any stage your personal details change throughout the course of your training, please inform your trainer/assessor so that your details can be amended.

**You have the right to access the personal information recorded at any time and provide any necessary corrections. Please discuss this your trainer/assessor.**

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## COMPLAINTS PROCEDURE

A complaint or appeal relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a participant.

MRT will strive to establish a consistent atmosphere of trust and openness with participants so that any type of complaint is dealt with in a timely, constructive and effective manner. All complaints and appeals are considered serious and an **investigation of the complaint or appeal will commence within 24 hours** receiving the said complaint or appeal.

All participants making any form of complaint or appeal have the right to have an independent person or panel to act on their behalf or hear their complaint or appeal at any time or even to support them whilst the complaint or appeal is being resolved.

All participants have the right to formally present their complaint or appeal. All complaints or appeals will be recorded in writing and the outcomes will be communicated back in writing explaining the outcome.

The steps in the complaints and appeals process are:

(A) LOCAL LEVEL RESOLUTION: Any participant with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the participant, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

(B) RESOLUTION BY TRAINER/ASSESSOR: Should the matter remain unresolved following (a) or should (a) be considered inappropriate, the participant is encouraged to contact their trainer/assessor, who will help to sort out a solution. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

(C) RESOLUTION BY THE CEO: Should the matter remain unresolved following (b), or should (b) be considered inappropriate, the participant is encouraged to contact the CEO who will investigate the matter. The CEO will ask you to put your concerns in writing and will review and help to your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

(D) RESOLUTION BY ARBITRATION: Should the matter remain unresolved following (c), the CEO will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution, consistent with the MRT Procedure Manual.

(E) EXTERNAL RESOLUTION: National Training Complaints Hotline. Complaints can be made by:

- Phoning 13 38 73 (Monday-Friday; 8am-6pm)
- Emailing [skilling@education.gov.au](mailto:skilling@education.gov.au)
- Website <http://industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

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## **DISCRIMINATION, BULLYING, VICTIMISATION AND HARASSMENT**

MRT is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both participants and MRT staff members. MRT 's Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment is, any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Religion
- Physical appearance or peculiarities
- Race or cultural background
- Sexual preference
- Gender
- Age
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your Trainer or the CEO. If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer or the CEO
- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.
- If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.
- All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will always be respected.

## **RESPECTFUL BEHAVIOUR IN FACE TO FACE COURSES**

**ATTENDANCE** You are required to attend any face to face courses every day as scheduled. You are also required to be on time for all classes and return from lunch and be ready to start as expected. Should you be absent due to illness you will need to present a doctor's certificate the day you return. Prior consent for special absence due to extenuating circumstances may be granted. You should notify MRT immediately in this case.

**PRESENTATION** You are entering a professional area. As such you are required to always present yourself in a suitable manner. E.g. thongs, singlets and short shorts are not considered as appropriate attire. A well-groomed appearance, neatly presented clothing appropriate to the workplace is expected.

## **BEHAVIOUR**

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion. You are expected to be considerate and respectful of your trainers and other persons with whom you come in contact and try to foster co-operative and supportive relationships with your colleagues.

## **MOBILE PHONES**

Please switch off your mobile phone while in MRT's training rooms. If you need to have your phone active, please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode. Please do not answer it while inside the training room. This is very disrespectful to both the trainer and your colleagues.

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## EMERGENCIES

If there is a fire on the premises you must follow the procedures below:

**SIGNAL:** Tell the staff there is a fire. The staff will call 000 if it is safe to do so and provide details:

- Name and address
- Location of fire
- What is burning
- Staff person's name

If staff are injured and unable to call and it is safe for you to do so, you may call 000 - providing the above details.

## EVACUATION PROCEDURES

### UPON THE DIRECTION OF THE STAFF:

- Ensure no-one enters the burning area
- Evacuate all walking people first, wheel-chaired people second, then staff
- Check all toilets and rooms, if it is safe to do so
- Everyone meet at a location designated on the wall chart displayed
- Take a roll call
- Meet the fire brigade when they arrive on site

You are required to follow any instructions given to you by the staff in the case of emergency.

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You have the right to access the personal information recorded at any time and provide any necessary corrections. Please discuss this your trainer/assessor.

### WORKPLACE HEALTH AND SAFETY

Whilst participating in this course you are to take responsibility for your own health and safety and that of the equipment provided to you and also that of your fellow participants. You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use. You should also ensure you take regular breaks from the computer to avoid headaches, eyestrain or backache. Your trainer will inform you of MRT's workplace health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting. As part of your course you will be trained in Workplace Health and Safety. This is a mandatory requirement of most nationally accredited courses. The workplace health and safety training may be integrated throughout the whole course and your trainer will, at regular stages, assess you in this area.

### WORKPLACE HEALTH AND SAFETY ACT

The provisions of the relevant state WHS Act cover every place of work in the relevant state. These provisions cover both self employed people and visitors as well as employees and employers. Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

- providing or maintaining equipment and systems of work that are safe and without risks to health
- making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits
- making available adequate information about research and relevant tests of substances used at the place of work
- Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.
- Employees must take reasonable care of the health and safety of others. Employees must Co-operate with their employers in their efforts to comply with occupational health and safety requirements.

No person must:

- Interfere with or misuse things provided for the health, safety or welfare of persons at work
- obstruct attempts to give aide or attempts to prevent a serious risk to the health and safety of a person at work
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- You will find a copy of the relevant Occupational Health and Safety Act displayed in the workplace.
- Work Cover inspectors are given inspection powers for the purpose of the Act, including the taking of samples, and the carrying out of a range of tests. Inspectors can be accompanied by an employee's representative during an inspection, if requested.

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**PARTICIPANT WITHDRAWAL FORM**

If you are leaving the course before the course end date, please complete this form and either hand to your trainer, or post to: **MRT PO Box 631, Surry Hills, NSW 2010**

***Your Certificate and Transcript or Statement of Attainment will be posted to the address nominated below.***

Participant Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

State and Post Code: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Participant Signature: \_\_\_\_\_

Name of Course: \_\_\_\_\_ Date: \_\_\_\_\_

Please tell us why you are withdrawing from the course as this information may assist us to be better able to support other participants in the future.


Participant Signature and Date: \_\_\_\_\_