



MTC Australia

TRAINEE HANDBOOK (TRAINEESHIP)

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Abbreviations

For ease of reading, the most commonly used terms are abbreviated as follows:

ANP = Apprenticeship Network Provider

RPL = Recognition of Prior Learning

RTO = Registered Training Organisation

VTO = Vocational Training Order

VTRP = Vocational Training Review Panel

GTO = Group Training Organisation

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ABOUT US

Welcome to MTC Australia

Thank you for choosing MTC Australia as your Registered Training Provider. MTC Australia is the Registered Training Organisation (RTO) of MTC Australia, which has been operating in the Sydney community since 1992.

What we do

MTC is the social enterprise that gives people the inspiration, capability and opportunity to create a fulfilling life. We deliver high impact employment, training and youth programs that help more than 20,000 people every year to gain skills for employment and entrepreneurship, build self-worth, and enable possibilities for transformative change. As a social enterprise, we continue to support and empower at-risk Australians, by reinvesting surplus back into innovative social impact initiatives like Warakirri College, an independent high school for students who need an alternative to mainstream education.

MTC Australia' trainers, assessors and support staff will help you to maximise your learning experience, develop your competency and achieve your learning goals.

Please read this handbook carefully as you will find a lot of useful information here. This handbook is a quick reference guide to MTC Australia training programs and processes and is designed to provide you with relevant information for successful completion of your training and to know your rights and responsibilities as a MTC Australia student. You can always ask your trainer or an MTC staff member if you need more information about the program, your training or assessment.

Good luck with your study, we hope you enjoy your time with us.

Our Values

Foundation: Compassion & Integrity

Core: Achievement & Accountability

Aspirational: Collaboration & Innovation

Our Vision

To shape a society where everyone has the means and motivation to create a life of their choosing.

1. What is a Traineeship

Traineeships are work place-based training programs where the employer receives Government funding to support the training of its new and existing employees subject to meeting the defined eligibility criteria.

Traineeship's essential aim is the creation of job ready skills.

It allows the workers to learn workplace skills and receive a nationally accredited qualification under a paid employment and develop the job skills. Traineeships are available to anyone of working age for new staff as well as for existing staff. You can be a school-leaver, an adult worker, re-entering the workforce or simply wishing to change careers.

Traineeships generally include:

- Paid employment under an appropriate industrial arrangement (for example, an award or enterprise agreement)
- A **training contract** that is signed by both the employer and trainee and approved by Training Services NSW
- A **training plan** endorsed by an RTO that specifies the training required to achieve the appropriate nationally recognised qualification

MTC Australia is an approved training provider offering qualifications as traineeships under the NSW Government's Smart and Skilled program. Smart and skilled is a New South Wales (NSW) government funding incentive for those trying to gain new skills needed to find a job or advance their careers.

The traineeship system in NSW is regulated by the Apprenticeship and Traineeship Act 2001. Training Services NSW administers this Act and registers and monitors traineeships in NSW. It acts in the interests of employers, trainees in ensuring quality training is delivered with nationally recognised outcomes.

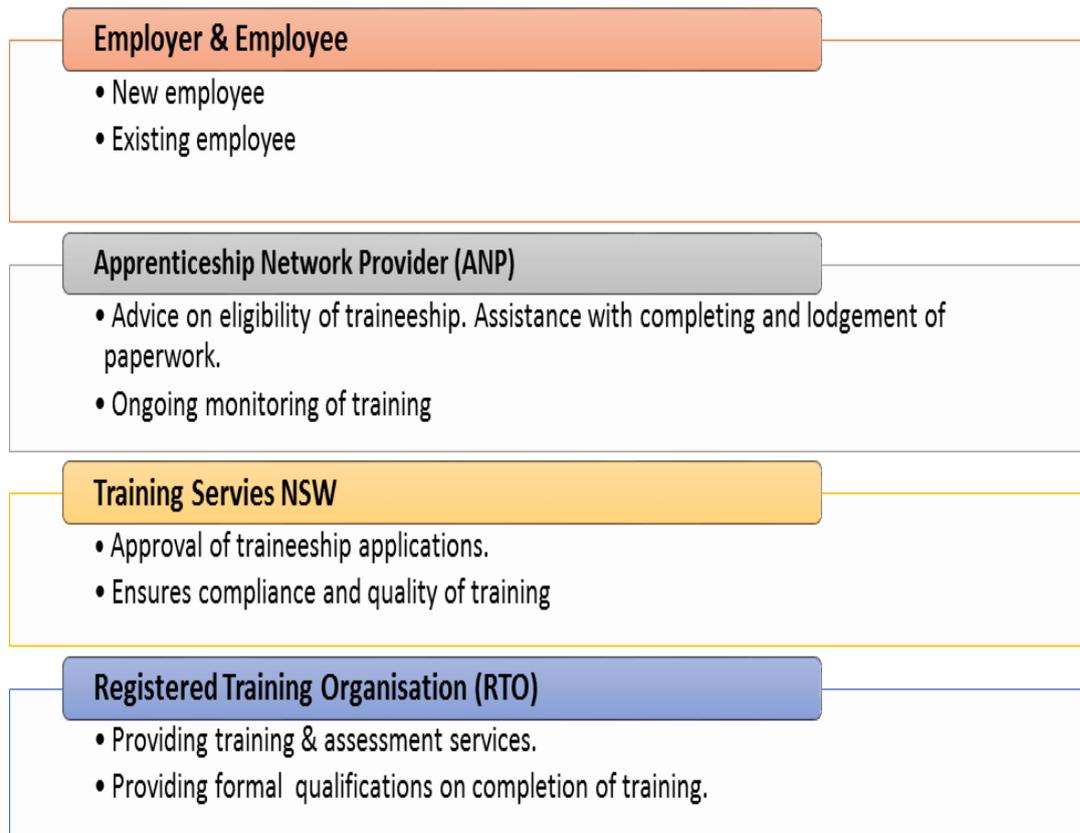
Apprenticeship Network Providers (ANPs) assist employers and trainees to establish traineeships and apply for Australian and State Government financial incentives, subsidies and concessions. ANPs are funded by the Australian Government and services provided by ANPs are free to employers. For a list of ANPs, refer to the Australian Apprenticeships website www.australianapprenticeships.gov.au or phone the Australian Apprenticeships referral line on 13 38 73.

Benefits of Traineeship

- Earn a Nationally Recognised Qualification from MTC Australia
- Develop the necessary skills and knowledge required to perform competently within the workplace
- Progress at your own speed, and complete the traineeship at a pace which suits you and the business
- Gain diverse skills, create a more varied and interesting role
- May be able to claim credits for further qualifications when the traineeship is completed
- Existing skills and qualifications may enable you to reduce the term of the traineeship
- As a trainee working in the field, you will have access to current information about the latest trends, latest tools of trade and technology, market strategies, competition etc.
- Completing on the job training boosts confidence, and you will feel much more positive about your skills and experience by working in the industry you are studying

Traineeships – a collaborative process:

Flow chart demonstrated below defines the roles of each parties involved in the management of the Traineeship process



2. Selection & Enrolment

Your Training Contract

A **Training Contract** is created and signed prior to commencement of your traineeship. It is a legally binding agreement. The three parties required to sign the training contract are:

- Your employer
- You as a trainee
- Apprenticeship Network Providers (ANP)

Your details are checked by the Training Services NSW to determine your eligibility. Once this check has been completed a MTC Representative, an Australian Network representative and yourself will attend the "sign-up", where the parties complete a training plan that maps out a career path and the schedule for off-the-job learning, a workplace visitation schedule as well as employment contract and responsibilities

Your Training Plan

MTC will create a training plan which sets out the training conditions and the type of training you will undertake. Your training plan is an agreement between you, your employer and MTC Australia Ltd which sets out the training conditions and the type of training you will undertake. All parties must sign the plan. It is an important document to which to refer if problems arise during your training.

You have the right to negotiate with your employer and MTC to develop a plan that recognises the skills you already have, and the best options for training delivery, supervision and workplace support.

A training plan outlines the individual competencies you are to achieve during your traineeship, both with MTC and on-the-job at your workplace. At the successful completion of your traineeship, you will receive a nationally recognised qualification if found competent in all applicable units.

Entry Requirements

- Your suitability is based upon your existing competencies and skills demonstrated in the application documents, as well as by an interview undertaken in person or over the phone.
- You need to have a proficient level of English.
- If you have or believe you may have pre-existing learning difficulties, a physical impairment or any conditions that may inhibit your ability to learn or undertake assessments in your chosen course, please let MTC know when you enrol. It is important that we know details of any difficulties you may face so that we can assist you where possible to complete your course.

Upon notification of interest for course enrolment, we will send you an enrolment pack which include:

- Enrolment Form
- Draft Training Plan
- You will also be required to obtain a USI (Unique student Identification Number) – www.usi.gov.au
- Evidence of your Transcripts if you are considering applying for Credit Transfer / RPL (Recognised Prior Learning).

It is your responsibility to ensure that you always update your personal details such as change of address, phone etc. to MTC to ensure you receive important information about your course, fees and notices that may affect you.

Your Logbook

You will receive a logbook at your Induction session. Complete the first page with as much information as possible. Your logbook is a valuable document as it provides a record of the number of hours completed in structured on-the-job training as part of your traineeships; and the activities undertaken during the work.

It is your responsibility to show your log book to your employer or supervisor every day to verify that you have listed all of the activities undertaken during your structured training visits. These activities should be entered as training occurs.

Your Logbook is your responsibility and lost or stolen logbooks may mean you need to repeat your workplace training hours. It is recommended that you keep two copies of your logbook, one in a safe place and updated against the other.

3. Rights and responsibilities of trainees

Trainee's rights

- You are entitled to learn all required skills of their traineeship though their on-the-job training in the workplace. You should expect to be trained by a suitably qualified or experienced person and to have the chance to learn how to use the tools and equipment commonly found in that industry.
- You should expect to receive training and have hands-on experience in a wide range of relevant tasks that cover all the competencies set out in the Training Plan.
- You are also entitled to be given every opportunity to complete the formal training specified in the Training Plan and delivered by MTC Australia
- You are entitled to receive payment for your work in accordance with the relevant industrial award or agreement and to work in a healthy and safe working environment free from any form of harassment.

The role of a trainee

Trainees have obligations under the Apprenticeship and Traineeship Act 2001 and the training contract. These are summarised below.

- You must make every effort to acquire the skills and knowledge you need to successfully complete traineeship
- Accepting instruction and training in the vocation given by your employer or by a workplace supervisor
- Attending scheduled training delivered by MTC Australia
- Completing assignments and other assessment tasks set by MTC Australia
- Maintaining the competency record book or work evidence guide if one has been issued
- Must contact your local Training Services NSW regional office on phone 13 28 11 or download the form on the Training Services NSW **website** to notify any changes to their personal details such as name, home address or postal address. You should

also contact Training Services NSW if they have any concerns about successfully completing your traineeship

- Must notify Commissioner for Vocational Training through Training Services NSW (ph 13 28 11) for applications changes to the training contract or training plan
Changes could include:
 - transfer of the Training Contract to another employer
 - Suspension of the Training Contract
 - Cancellation of the Training Contract
 - Contract variations such as requests for a change in the completion date or requests to a change the qualification
 - Training Plan variations such as change of RTO or a change to the mode of training delivery. Changes to the training plan must be endorsed by MTC

For further information, please refer to the guide for [“Apprenticeship and Traineeships in New South Wales”](#)

4. Trainee Induction Process:

When you enroll with MTC Australia, you will go through an initial Induction process. The purpose of orientation is to fully inform you of aspects of being a trainee, and covers your agreement, training plan and contract, as well as employment arrangements and what is expected of you, as a Trainee. You will have an opportunity to ask any questions you have. Read this handbook carefully and note any questions you have. It contains much of the information presented to you at induction day.

5. Your Trainer/Assessor

MTC Australia employs qualified trainers/assessors who are industry/subject matter experts and are capable of delivering high quality training to all students. All trainers/assessors have an obligation to maintain currency of their knowledge and skills annually to continue delivering training and assessment activities of our students.

When you begin as a Trainee, you will have a trainer/Assessor allocated to you. Your trainer/assessor will monitor your training both with MTC and in the workplace. The trainer/assessors are also there to discuss and support you with any concerns including but not limited to:

- Learning pathways and possible RPL opportunities
- Appeals Process
- Access and equity issues
- Student welfare and support
- Any other issue

Some of these concerns need to be discussed with MTC Australia representative or the Apprenticeship Network Providers (ANP). The Trainer /Assessor is also there to help you to find the best person to talk to.

6. Legislations and Regulations

MTC complies with all relevant Commonwealth and state legislation and regulations. The requirements that may affect students' rights and responsibilities include, but are not limited to:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisation \(RTOs\) 2015](#)
- [Privacy Act 1988](#)
 - [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [Freedom of Information Act 1982](#)
- [Equal Employment Opportunity \(Commonwealth Authorities\) Act 1987](#)
- [Human Rights and Equal Opportunity Commission\(Transition Provisions and Consequential Amendments\) Act 1986](#)
 - [Human Rights and equal Opportunity Commission Amendment Act 2002](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
 - [Sex and Age Discrimination Legislation Amendment Act 2011](#)
- [Disability Discrimination Act 1992](#)
 - [Disability Discrimination Amendment Act 2002](#)
 - [Disability Discrimination Amendment \(Education Standards\) Act 2005](#)
- [Age Discrimination Act 2004](#)
 - [Age Discrimination Amendment Act 2006](#)
- [Spam Act 2003](#)
 - [Spam \(Consequential Amendments\) Act 2003](#)
- [Anti-discrimination Act 1977](#)
- [Work Health and Safety Act 2011 No 10 \(NSW\)](#)
 - [Workplace Health and Safety Regulation 2017 \(NSW\)](#)
- [Australian Skills Quality Authority \(ASQA\)](#)
- [Smart and Skilled Contract Terms and Conditions](#)
- [Smart and Skilled Operating Guidelines](#)
- [Apprenticeship and Traineeship Act 2001](#) (administered by Training Services NSW, phone 13 28 11)
- [Fair Work Act 2009](#) (administered by Fair Work Australia - phone 13 13 94)
- [Industrial Relations Act 1996](#) (administered by NSW Industrial Relations - phone 13 16 28).
- NSW Commission for Children and Young People
- [Privacy and Personal Information Protection Act 1998](#)

7. Health and Safety

MTC is committed to providing a safe learning environment for all participants. A risk assessment of all training facilities is undertaken annually to ensure that any potential hazards are managed.

First Aid Kits are available at all MTC campuses, further medical treatment is available from the onsite First Aid Officer.

All MTC Australia training facilities have fire and emergency evacuation procedures which are explained to students on their first day of training. The trainer or another MTC staff member will inform you if an evacuation is required and direct you to the closest and safest emergency exit. In an emergency, please only take your closest personal belongings such as your handbag or wallet.

Should an accident or incident occur, you must report it immediately to your trainer or supervisor and complete an accident / incident report. An incident refers to an accident that could have happened (near miss); these must also be reported. Workplace Health and Safety incident registers are located at the reception desk of all MTC campuses, or with your trainer if training is off-site.

8. Access & Equity Principles

MTC Australia is committed to access, equity and the elimination of all forms of discrimination in its service provision. It is the policy of MTC Australia to create a fair and equitable learning and training environment for all participants and clients irrespective of, but not limited to: race, gender, religion, political opinion, nationality, social origin, age, medical condition (including HIV/AIDS), marital status, disability, sexual preference or trade union affiliation.

MTC Australia has developed processes to ensure that all MTC students, staff and contractors follow access and equity principles.

9. Record Keeping, Privacy and Confidentiality

MTC Australia, collects, holds, uses and discloses personal information to deliver training and assessment services under the National Vocational Education and Training Regulator Act 2011. Personal information is handled in accordance with Privacy Act 1988, the Australian Privacy Principles and requirements laid down in MTC's contracts as a service provider to the Commonwealth Government.

MTC Australia retains the following records for each student:

- enrolment details and forms completed on enrolment
- attendance records
- outcomes of units of competency
- assessment evidence
- Certificates and Statements of Attainment issued
- records of appeals (if applicable)
- reasonable adjustments (if applicable)

The documents listed above are kept in hardcopy form for a period of three (3) years for Government Subsidised Training Smart and Skilled. An electronic record of students' outcomes and qualifications issued is retained for a period of thirty (30) years. Should MTC close its business, all records will be handed over to another Registered Training Organisation (RTO) for safekeeping.

Student files are stored securely in locked cabinets or archived in a secure storage facility. Students' records are entered into an online student management system called JobReady; access to this database is limited and protected by a password.

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Your personal information (including sensitive information) is collected directly from you or from third parties. Where information is collected from a third party, you will be informed or may reasonably expect that MTC Australia has been given this information, will know the purpose for which it is collected, and will be able to obtain access to this information.

MTC Australia is required to disclose personal information (including sensitive information) to Australian Skills Quality Authority (ASQA) and, as a services provider, to the Commonwealth Government. Disclosure of personal information to another individual/ third party, without consent, will only occur in order to lessen a serious threat to you or to public safety, and where required by law.

MTC Australia uses personal information (including sensitive information) for the purpose of internal audits, statistical analysis, AVETMISS reporting (please see more information below), research and program evaluations.

MTC Australia is required by law to report certain information about its students, such as their employment status, prior education and citizenship status. This information is collected from the Enrolment Form that each student completes (AVETMISS questions). Data about students is submitted to the National Centre for Vocational Education Research (NCVER). Details of the NCVER privacy policy can be found on their web site at www.ncver.edu.au.

10. Continuous Improvement

MTC Australia is committed to continual enhancement of its operations so that the changing needs of clients and industry continue to be met. We systematically monitor our training and assessment strategies and making sure it meets the quality.

We encourage all students to provide feedback about the quality of training, learning and facilities and resources. All verbal and written feedback can be provided throughout your training. We are always keen to hearing about our service and your training experience with MTC Australia.

11. Learner's Satisfaction Surveys

MTC Australia conducts regular learner satisfaction surveys to monitor its quality of service. Student feedback is highly valued as it helps MTC to develop and improve program management processes, and delivery of training and assessment. Furthermore, MTC Australia uses the feedback collected from students to report to the Registering Body (Australian Skills Quality Authority) on its performance.

Completing the questionnaire is voluntary and students remain anonymous; individual respondents are not identified in any data or reports.

12. Unique Student Identifier (USI)

From 1 January 2015 onwards, all students who undertake vocational education and training must hold a unique student identifier (USI). A Unique Student Identifier (USI) number is a unique reference number made of 10 numbers that is allocated to anyone studying nationally recognised Vocational Educational Training (VET) in Australia. This can be obtained by registering online at <http://www.usi.gov.au>.

13. Fees and charges

- MTC Australia will charge an enrolment fee on commencement of training and at the beginning of each additional year of training.
- The fees are currently set in line with those being charged by TAFE NSW. The fees are to be paid by either the trainee or the employer.
- Some trainees may be eligible for exemption from payment of the enrolment fee. Similarly, students may be eligible for a refund of fees under certain circumstances.
- MTC Australia may also require a financial contribution from employers, over and above the training subsidy paid to MTC Australia by Training Services NSW, for any agreed training and assessment which is in addition to the training and assessment required (and specified in the Training Plan) for the approved traineeship
- Tuition fees for delivery of training to existing worker trainees are subject to a commercial agreement between MTC Australia and employer. Existing worker trainees should not be charged an enrolment fee - any administration costs should be incorporated in the commercial fee levied on the employer by MTC Australia

Please refer to MTC Australia [ET SOP 019 Collecting and Protecting Fees](#) Procedure available on our website for details of all applicable fees and charges.

The Administration fee (if applicable) is paid before or on commencement of the course. MTC Australia reserves its rights to refuse commencement of training for students who fail to pay their fees.

14. Changes to Training Arrangements:

Your training contract can be transferred, suspended, cancelled or varied by mutual agreement between you and your employer. The written agreement between both parties are required if you wants to transfer from one employer to another. A selection of [forms](#) are available on the Training Services NSW website for this purpose.

If you or your employer wants to transfer, suspend, cancel or vary the training contract and the other party does not agree, then either party must contact Training Services NSW immediately – phone 13 28 11

For further information, please refer to **(section 10)** in the guide for [“Apprenticeship and Traineeships in New South Wales”](#)

Transfer

Your training contract can be transferred from one employer to another providing that both parties agree and upon the approval by Training Services NSW

A [transfer application form](#) is available from the Training Services NSW website for this purpose. The form must be signed by all parties, including the new employer. In most cases the new employer must also complete a training contract in which they provide additional information required for assessment of the transfer application. The **transfer application form** and a **new Training Contract** should be submitted to Training Services NSW by an ANP. Signed copies must also be kept by the parties.

MTC Australia will provide the new employer with a copy of the Training Plan and discuss the trainee’s progress to date.

Suspension

Traineeships can be suspended or partially suspended to reduce the working hours, providing that you and your employer agree. Suspensions may be necessary due to lack of work or the need for either party to take an extended period of time off as a result of injury or illness. A suspension or partial suspension is generally for a period of three months but may be extended or reduced.

A [suspension application form](#) is available from the Training Services NSW website for this purpose. The form should be submitted to Training Services NSW within 14 days of commencement of the suspension period. Signed copies must also be kept by the parties.

There is a seven-day ‘cooling off’ period during which either party may elect to change their minds and withdraw their consent to suspension of the training contract. The cooling-off period commences on the day on which the application for suspension is lodged with Training Services NSW.

If either party does not agree to the proposed suspension, or if consent is withdrawn within the cooling-off period, Training Services NSW must be contacted immediately.

Cancellation

Traineeships can be cancelled by mutual agreement between you and your employer. A [cancellation application form](#) is available for this purpose from the Training Services NSW website.

The form should be submitted to Training Services NSW as soon as possible after the decision to cancel has been made and within 14 days of the cancellation. Signed copies must also be kept by the parties.

There is a seven-day 'cooling off' period during which either party may elect to change their mind and withdraw their consent to cancellation of the training contract. The cooling-off period commences when the application for cancellation is lodged with Training Services NSW.

If either party does not agree to the proposed cancellation, or if consent is withdrawn within the cooling-off period, they should contact a Training Services NSW training advisor immediately (ph. 13 28 11).

15. Variations to the training contract or training plan

Any request to vary A Training Contract or Training Plan should be undertaken in conjunction with the employer's nominated Apprenticeship Network Provider (ANP) as changes may impact on the employer or learner's eligibility for incentives from the Australian Government.

The request needs to be made in writing between you and your employer and signed by both parties. The Apprenticeship Network Provider will then forward the request to Training Services NSW

A [contract variation form](#) is available from the Training Services NSW website for this purpose. Variation to the Training Plan must be endorsed by MTC Australia.

For further information, please refer to **(section 10.3)** in the guide for ["Apprenticeship and Traineeships in New South Wales"](#)

16. Training and Assessment

Mode of Delivery

MTC Australia delivers courses through classroom-based mode. Students are provided with the necessary training, assessment and reference materials for each unit of competency.

Assessment tasks may be conducted in class, in a simulated workplace, or on-the-job based on the requirements of the qualification. MTC Australia assessment tools are customised to meet the needs of their clients.

Learning Resources

MTC students are provided dedicated learning resources on commencement of their training. These resources are specifically designed to ensure our students get proper understanding of the subject, and assist in completion of the required assessment tasks.

17. Competency-based Training & Assessment

Competency based Training develops the skills, knowledge and attitudes required to achieve competency standards. It means you are assessed on the skills you can demonstrate, the tasks

you can perform and the underpinning knowledge you have gained that allows you to effectively achieve the competency standards.

You and your employee can finalise and complete the traineeships when the formal qualification has been issued by MTC Australia and your employer considers that you are competent to the industry standard. Applications for [competency-based completion](#) should be made to your Training Services NSW regional office.

AT MTC Australia, assessments are competency-based assessments. Competency-based assessment is:

- criterion based, meaning the student is not assessed in competition with others, but against a set criteria or benchmark,
- evidence based, meaning the decision of whether a student is competent is based on the evidence they provide to the assessor, and
- participatory, meaning the student is involved in the process of assessment and has an opportunity to negotiate with the assessor the form the assessment activities will take.

For each assessment that is undertaken, a student may receive either a Competent or Not Yet Competent result. In order to be assessed as Competent (C), the student must provide evidence that demonstrates his/her ability to perform the required competencies to the required standard. If a student is deemed Not Yet Competent, he/she has an opportunity to resubmit or re-sit the assessment.

Students are assessed through a range of activities which may include:

- Assignments
- Documented observations
- Completed workbooks
- Presentations of workplace documents, for example diaries, journals and reports
- Simulations or role plays
- Interviews
- Presentations
- Interviews with supervisors and/or employers

18. National Recognition (credit transfer)

MTC Australia is obligated to acknowledge all nationally recognised qualifications issued by other Registered Training Organisations (RTOs). MTC may need to verify a candidate's qualification/s in the event that the course that she/he would like to enroll in requires pre-requisite units, or if the student would like to apply for a credit transfer. In order to verify a qualification, MTC Australia will check that the issuing RTO exists and that they have the relevant qualification on their scope of registration. If the verification of authenticity cannot be confirmed, MTC may contact the issuing RTO to confirm the candidate's enrolment and award.

A Credit Transfer (CT) is a form of national recognition that allows a student to receive credit for study he/she has previously undertaken. Students who wish to apply for a credit transfer must hold a Certificate or Statement of Attainment that list one or more units of competency from

the same training package that MTC delivers. MTC Australia will inform you if your application for a credit transfer has been granted.

Note: Fill out a [Credit Transfer Application](#) form and submit it to MTC Australia together with a verified copy of your Certificate of Statement of Attainment.

19. Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of a person's current competencies and prior learning, regardless of how, when or where the learning occurred.

In other words, RPL is a qualification pathway that allows you to achieve one or more units of competency through assessment only (no training). Person's suitable for RPL must have experience in life and/or work relevant to the chosen competency and are able to support this through documented evidence can reduce the time you spends undertaking formal training and may reduce the term of the training contract. This should be reflected in the Training Plan.

If MTC Australia has granted RPL and you and your employee agree to support a reduction in the nominal term of the traineeship, you both should apply in writing to Training Services NSW. Your employer's nominated ANP can assist in this process.

For further details about RPL please contact MTC Australia for a copy of the "Recognition of Prior Learning (RPL) RPL kit.

20. Assessment Submission and Record Keeping

The trainer will inform all students of the assessment schedule. Students are required to submit all assessment tasks on time and attend planned assessment sessions. Assessment evidence must be the student's original work.

Where you may have used some information from a source, referencing is required to acknowledge information from the source/sources where you have used their information in your assessment. If you fail to reference another person's ideas, theories or data you will be in breach of copyright or may be accused of plagiarism. Any work found to be copied from another student, or taken from a source without reference, will be deemed Not Yet Competent.

MTC Australia retains a record of all units of competency achieved by a student for a period of 30 years.

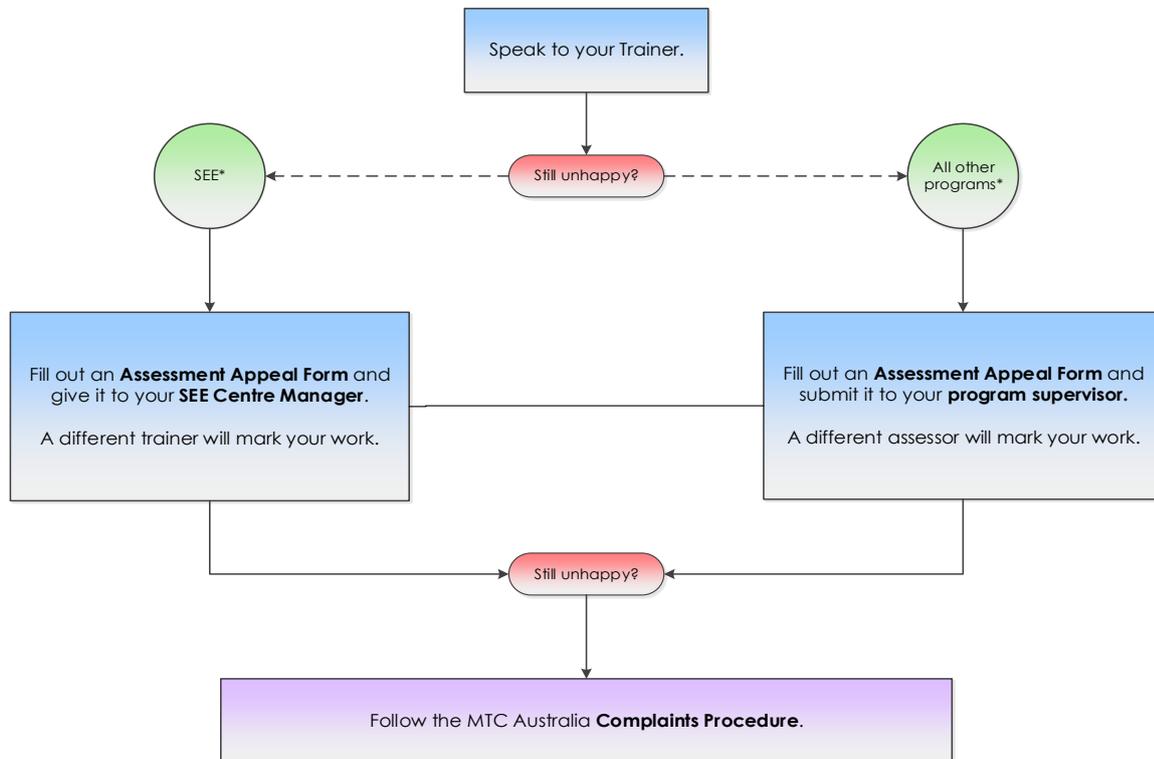
Re-assessment

Some students are unable to meet the assessment requirements in the first attempt. MTC Australia understands such situation and is committed to assist all of its students in further development of their knowledge and skills with an aim to their successful completion of the assessment tasks. In such instances, we encourage you to speak to your assessors for rearranging your assessment schedules to ensure you are able to complete your qualification on time. MTC permits two (2) assessment resubmissions per unit of competency; any additional attempts must be justified and may incur a fee.

Assessment Appeal Procedure

Upon completion of your assessments, your Trainer/Assessor will inform you of the assessment outcome and provide you with feedback on your performance. You have the right to appeal an

assessment decision if you feel that it was wrong or unfair. In such instances, you can lodge an appeal in writing within ten (10) days of receiving your result. MTC will endeavour to have the work re-marked by a different trainer within 2 weeks of the appeal application. MTC Australia takes all assessment appeals seriously and handles them in a timely, professional and confidential manner. For more information about the assessment appeals process, please see the flowchart below. *If you are satisfied with the result at any stage of the process, the appeal will end and you do not have to do anything else.*



*SEE - Skills for Education and Employment Program.

*All other programs include: Fee for Service (FFS) and New Enterprise Incentive Scheme (NEIS).and Smart and Skilled Program

NOTES:

- Ask your Trainer or another MTC Australia staff member for the **Assessment Appeal Form**.
- Please submit the Assessment Appeal Form to your Regional Manager or program coordinator in person, or post it to **Ground Floor, 3 Hamilton Road, Fairfield NSW 2165**.
- At any time, ask your Trainer, SEE Centre Manager or another MTC Australia staff member if you need help. You can also call Customer Service on **1300 981 901** to talk to someone who speaks your language.

You can also download the [Assessment Appeal Form](#) online

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Approved date: 16TH OCTOBER 2018

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21. Students' Rights and Responsibilities

MTC students have the right to:

- receive efficient and courteous service
- expect truth in advertising
- be provided with accurate charges without any hidden costs
- be treated with respect
- access the service without discrimination
- be protected from all forms of harassment
- have their privacy respected and confidentiality maintained in accordance with the privacy policy
- be provided with adequate information to be able to make decisions about the service delivery
- know about policies and legislations relevant to them
- provide comment and feedback and have it acted upon where it will improve the service
- provide input to the management of the service, as appropriate
- be provided with information on how to lodge a complaint, grievance or appeal against the service
- pursue any complaint, grievance or appeal about the service without retribution
- an advocate of their choice
- a learning environment, which is conducive to effective learning
- quality delivery of courses that recognise and appreciate individual needs and learning styles

MTC students have the responsibility to:

- be punctual
- respect the property of MTC
- treat staff and other participants with respect and courtesy
- refrain from swearing and offensive language and topics that may offend others
- not behave in any way that could offend, embarrass or threaten others
- not to use mobile phones, mp3 players or similar devices at any time during training
- keep staff informed of any changes, which may affect the service being provided
- provide accurate information about themselves and advise of any changes
- participate in decisions made in regards to service delivery
- provide comments and feedback regarding the service
- discuss any concerns or difficulties with staff
- not engage in plagiarism, collusion or cheating in any assessment task
- submit all assessment tasks by the due date or ask for an extension if there are exceptional circumstances

- follow standard safety practices (e.g. following both written and verbal directions given by staff)

Attendance

MTC Australia requires the student to:

- **be on time** for all training sessions
- explain any absences to the trainer and, where asked, provide appropriate requested evidence (e.g. medical certificate)
- catch up on any work missed due to an absence or lateness

Students who continue to miss class and are not making progress in the course may be withdrawn without the right to apply for a refund (if applicable).

Unacceptable Behaviour

MTC Australia does not accept poor behaviour within our training facilities. The following behaviour **will not** be tolerated under any circumstances:

- verbal or physical abuse of trainers, MTC staff or other participants
- destruction or damage to information or property
- disruption to courses, training or assessment
- theft of resources or equipment
- behaviour which risks the health and safety of themselves or others
- offensive language (swearing) or discussion of topics that may offend
- possessing, consuming or being under the influence of alcohol or illegal drugs or substances
- wearing clothing which may be offensive to others
- smoking in the building and near the main entrance of the building
- eating in the classroom

Failure to comply with any of the behaviour listed above, or other serious behaviour breaches, may result in disciplinary action, including the student being withdrawn from the course.

Electronic Media Usage

Internet, e-mail and other electronic systems are provided by MTC Australia to assist students in the delivery of their training. These resources are not for personal use or for the entertainment of individuals. Students **must not**:

- originate or circulate mail items with offensive content
- use abusive, offensive or defamatory language in messages
- use electronic communications to harass, defame, abuse other participants, staff or others
- place unlawful information on the system or individual devices
- send messages that are likely to result in the loss of the recipient's work or systems
- send or participate in the circulation of chain letters or unauthorised broadcast messages
- send offensive material, including material which contains sexual innuendo, references or material that denigrates or vilifies a particular group or individual

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- access sexually orientated, pornographic or otherwise offensive sites, including gambling
- solicit sexually orientated, pornographic or otherwise offensive material from external sources
- cause congestion of the network or interfere with the work of others
- use the electronic facilities in a manner that may give rise to breaches of legislation on sexual harassment, racial discrimination, disability discrimination or other anti-discrimination legislation
- violate any software licences, copyrights, state, federal or internal laws or regulations governing intellectual property and on-line activities

Failure to comply with any of the responsibilities listed above, or other serious behaviour breaches, may result in disciplinary action, including the student being withdrawn from the course.

22. Support Services

If you have a problem relating to your training or assessments, please speak to your trainer or contact MTC Australia. Please ask your trainer or an MTC Australia staff member if you require a copy of a form. Forms that you may need include:

- Reasonable Adjustment Form (A)
- Reasonable Adjustment Form (B)
- Change of Details Form
- Access to Records Request
- Withdrawal / Refund/Deferment/Transferring Request Form
- Credential Request
- Assessment Appeal Form
- Complaints Form
- Credit Transfer Application

Reasonable Adjustments

An adjustment is a measure or action taken to assist a student who has a disability, or language, literacy or numeracy issues, in order to participate in education and training on the same basis as other students. If you feel that you have a special need and may require an adjustment to participate in training or assessment, please apply for a reasonable adjustment. MTC Australia will implement adjustments that are deemed necessary and reasonable. Please refer to [ET SOP 018 Providing reasonable adjustment](#) procedure for further details.

In assessing whether a particular adjustment is reasonable, MTC Australia will consider:

- the student's disability and his/her views regarding their needs
- the effect of the adjustment on the student, including the effect on his/her ability to: achieve learning outcomes, participate in the course/program, or act independently
- the effect of the proposed adjustment on anyone else affected, including the education provider, staff and other students
- the costs and benefits of making the adjustment

MTC will notify you of the application decision prior to the commencement of training or assessment.

Note: Fill out a [Reasonable Adjustment Form \(A\)](#) and submit to MTC Australia.

Certificates & Statements of Attainment

MTC Australia issues a Certificate or Statement of Attainment to all participants who have been assessed as competent in accordance with the requirements of the qualification.

A **Certificate** certifies that the student has successfully completed all units of competency (and work placement, if applicable) to achieve the full qualification. A **Statement of Attainment** certifies that the student has completed one or more units of competency (and work placement, if applicable) but has not achieved the full qualification. All qualifications issued by MTC Australia are nationally recognised.

A Certificate or Statement of Attainment contains:

- the full name of the person receiving the award
- the national code and full title of the qualification achieved
- the national code and full title of the units of competency achieved
- the date the qualification was achieved and the date the document was issued
- a unique document identification number
- the Nationally Recognised Training logo
- MTC logo, RTO code and contact details

MTC Australia issues a Certificate or Statement of Attainment within 30 days of the students' completion or withdrawn dates. Issued qualifications can be collected in person from an MTC site or mailed to the student.

MTC Australia will not release a qualification if the student has

- not completed all assessments successfully
- not paid all course and any related fees
- not provided a valid USI number

When the term of the training contract has been completed, by you and is eligible to receive one or more of the following certificates issued by Training Services NSW:

Certificate of Proficiency

This certificate is awarded upon successfully complete the term of your Training Contract and have been awarded the appropriate qualification by MTC Australia

Certificate of Completion

This certificate is awarded to you who successfully complete the term of their Training Contract but have not been awarded the appropriate qualification by MTC Australia. It can be upgraded to a Certificate of Proficiency on request to Training Services NSW when the appropriate qualification has been successfully completed.

Reissuing Award

MTC Australia issues a replacement qualification to a student for any reason, for example if the original was lost or damaged. Students must request the reissue of a qualification in writing, provide proof of identity, such as a driver's licence and pay an administration fee. If the replacement of a qualification is necessary because of an administrative mistake made by MTC Australia, no fee is charged.

Note: Fill out a [Credential Request](#) form and submit it to MTC Australia.

Access to Records

All students have the right to access their records upon written request. Records include attendance, progress, enrolment and assessment documentation.

Students may view their original records in hardcopy; in this instance MTC will arrange a time for the student to view their files at the MTC Australia office in Fairfield. During the viewing the trainer or another staff member will be present; original documentation cannot be taken, however students can request a copy for their reference.

Note: Fill out an [Access to Records Form](#) and submit to MTC Australia.

23.Complaints Procedure

A student has the right to make a complaint at any time he/she is not satisfied with the quality of service provided by MTC Australia. MTC Australia has a formal Complaints Policy and Procedures P 043 RTO Complaints and Appeals & [ET SOP 013 Complaints and Appeals](#) defining our approach to resolving any complaint raised by our students and other customers.

A complaint can be about:

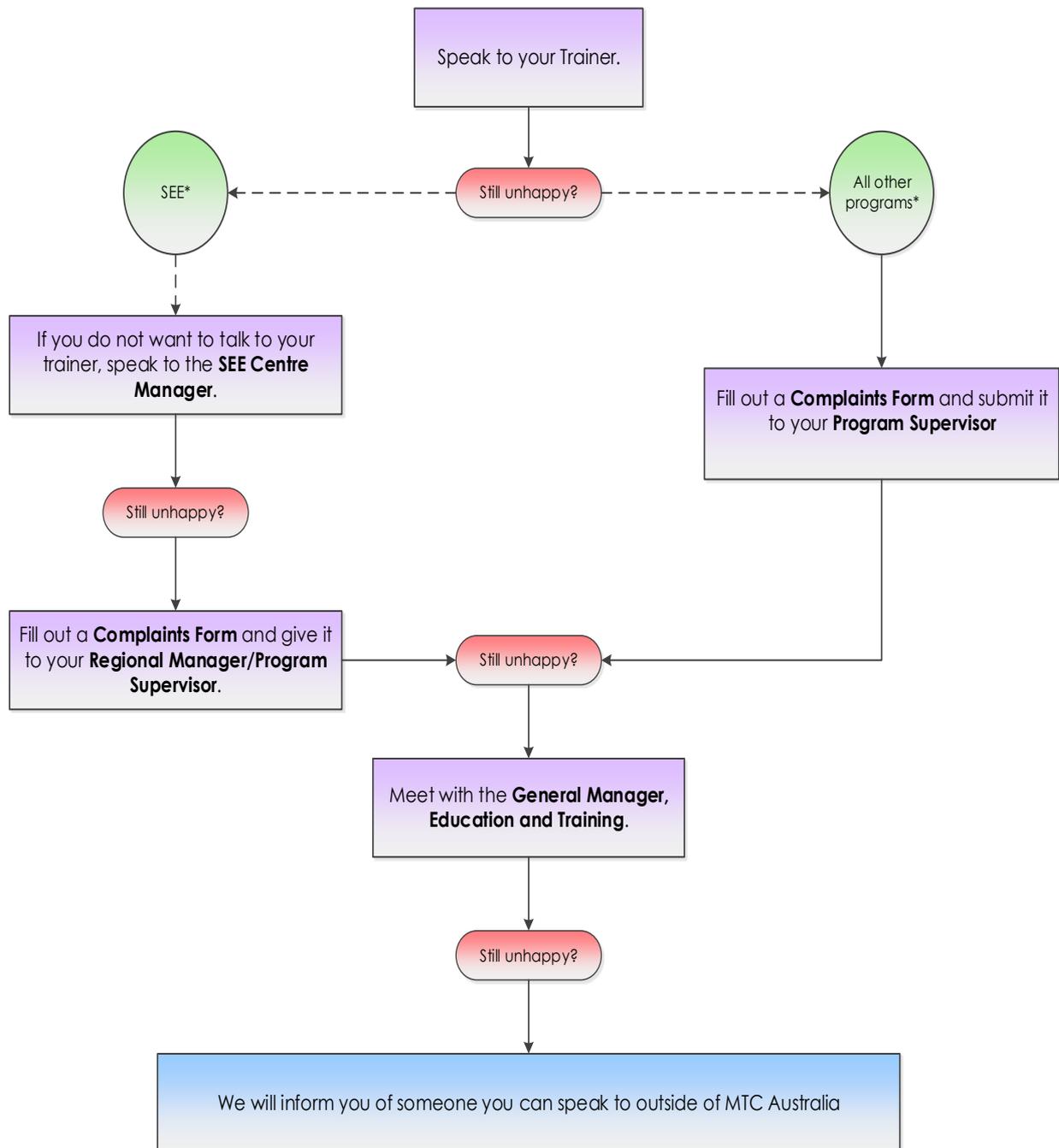
- course and enrolment advice and any other information provided to the student
- training (classes, lessons, materials)
- assessment results (also see Assessment Appeals Procedure)
- Certificates and/or Statements of Attainment
- how the Trainer and/or other participants treat the student
- handling of student's personal (including sensitive) information
- Work Health and Safety or
- access and equity

MTC Australia will record and investigate all complaints made in writing and provide the student with a written response on the outcome. MTC Australia will endeavour to respond to all complaints within 30 working days. All complaints made are taken seriously and are handled in a professional and confidential manner. You can also download the [Complaint Form](#) online

Remember, it is against the law for anyone to victimise you for making a complaint.

To see what happens with a complaint, look at the flowchart on the next page.

If you are satisfied with the result at any stage of the process, the complaint will end and you do not have to do anything else.



*SEE – Skills for Education and Employment Program.

*All other programs include: Fee for Service (FFS) and New Enterprise Incentive Scheme (NEIS) and Smart and Skilled Program

NOTES:

- Ask your Trainer or another MTC Australia staff member for the **Complaints Form**.
- Please submit the Complaints Form to your Regional Manager or program coordinator in person, or post it to **Ground Floor, 3 Hamilton Road, Fairfield NSW 2165**.
- At any time, ask your Trainer, SEE Centre Manager or another MTC Australia staff member if you need help. You can also call Customer Service on **1300 981 901** to talk to someone who speaks your language.

24. Additional Support Services

Training Services NSW

(Including Apprenticeships and Traineeships)

Phone: 13 28 11

www.training.nsw.gov.au

Apprenticeship Network Providers

Phone: 13 38 73

www.australianapprenticeships.gov.au

Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education

Phone: 1300 363 264

www.innovation.gov.au

Fair Work Online

Phone: 13 13 94

www.fairwork.gov.au

NSW Industrial Relations

Phone: 13 16 28

www.industrialrelations.nsw.gov.au

Work Cover NSW

Phone: 13 10 50

www.workcover.nsw.gov.au

Group Training Australia

Phone: 1800 819 747

www.grouptraining.com.au

Group Training Association of NSW

Phone: (02) 9746 9333

www.nswgrouptraining.com.au

25. Further Information

Further information is obtainable by contacting our offices. One of our representatives will be happy to help you with any enquiries you may have or assistance you may need. Our contact details are as follows:

Address	Ground Floor, 3 Hamilton Road, Fairfield NSW 2165
Phone Number	1300 981 901
Fax	02 9914 3299
Website	www.mtcaustralia.com.au
RTO Code	90171