



Opportunities  
to become

# EMPLOYER HANDBOOK (TRAINEESHIP)

## **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 the learning experience of your trainees, develop their competency and achieve their learning goals.

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 the training.

## 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 workplace-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.

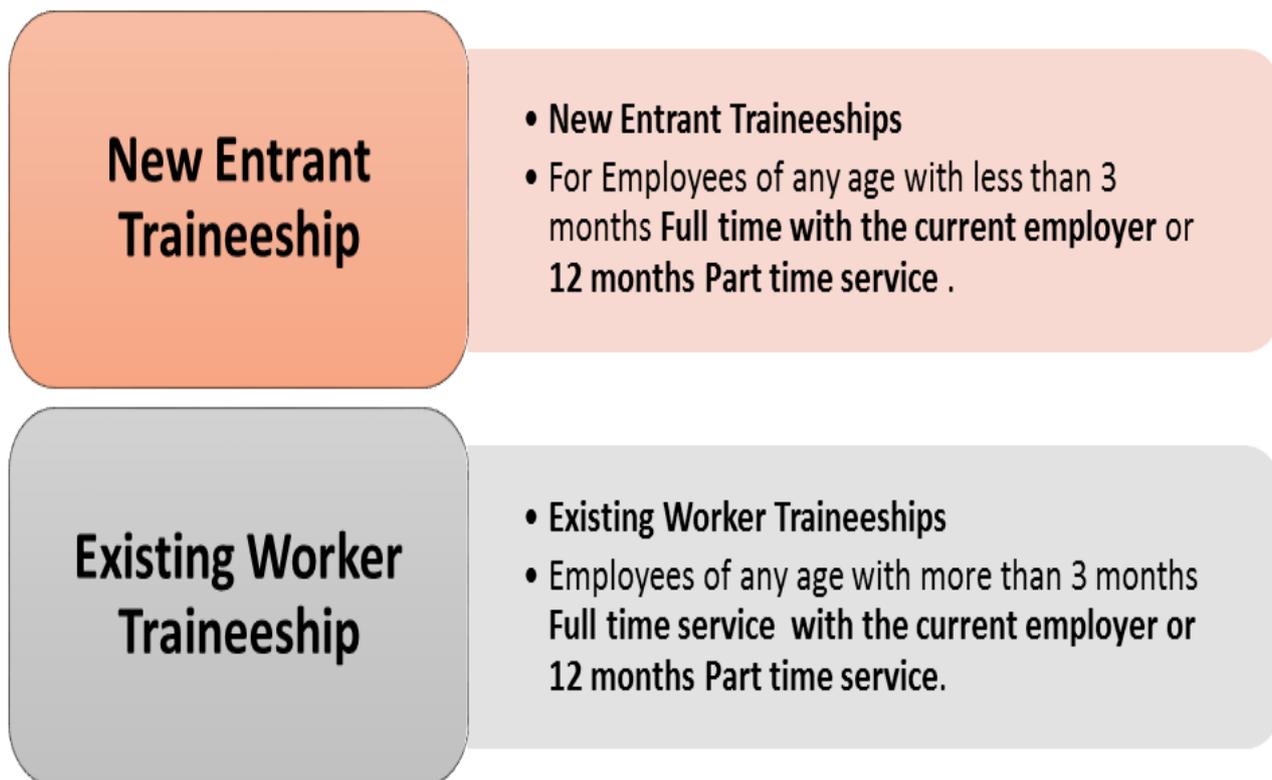
Apprenticeship Network Providers (ANPs) assist employers, trainees to establish traineeships and apply for Australian and State Government financial incentives, subsidies and concessions. ANPs are funded by the Australian Government and

services provided by ANPs are free to employers. For a list of ANPs, refer to the Australian Apprenticeships website [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or phone the Australian Apprenticeships referral line on 13 38 73.

## Types of Traineeships

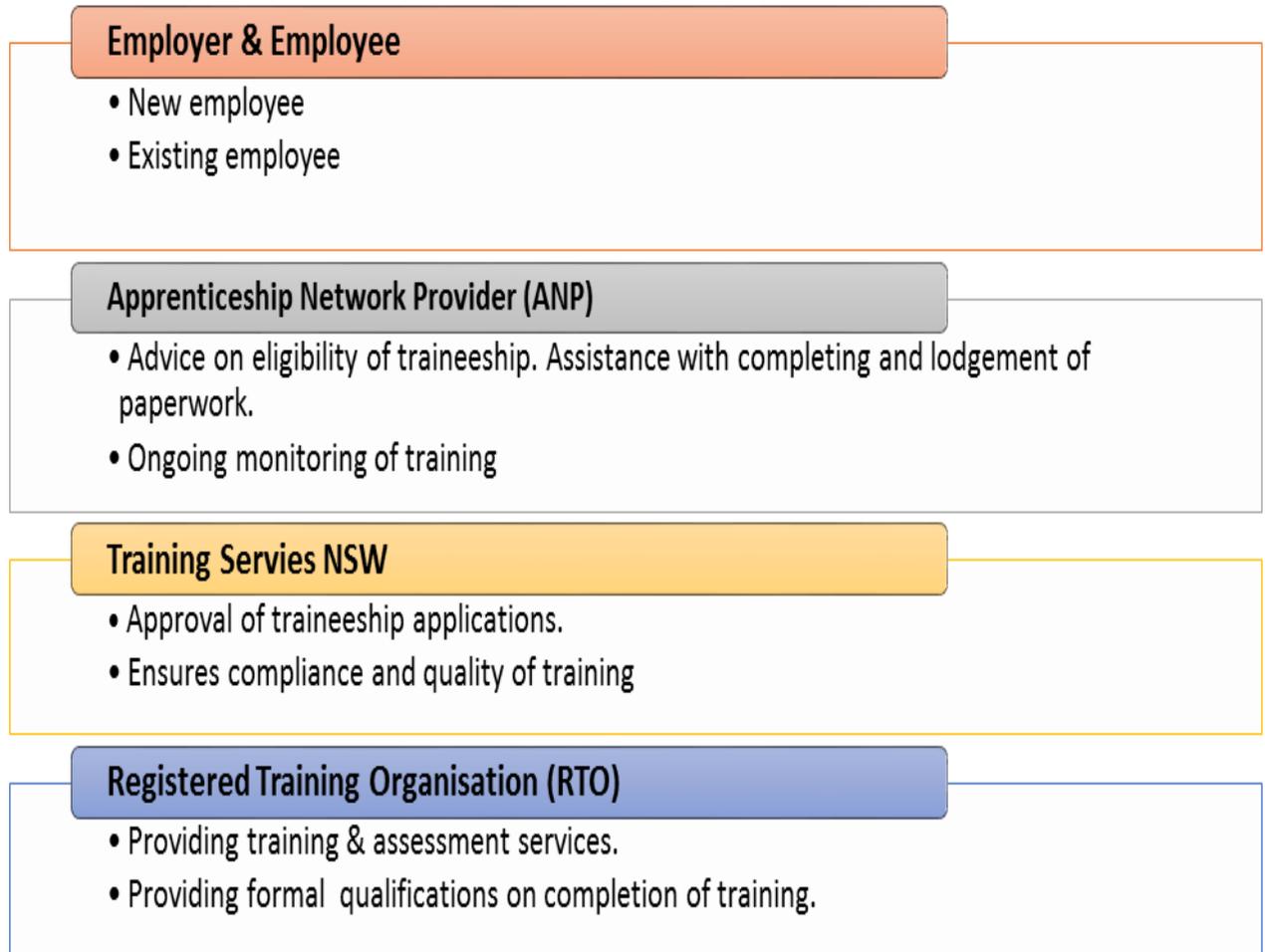
Traineeships are offered for two categories of employees – **new employees and existing employees**

Flow chart below details the criteria for each. Australian Apprenticeships (ANPs) representative is an authorised person to assess the eligibility of the employee to be trained under the Traineeship program.



## Traineeships – A Collaborative Process:

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



## 2. Our Offerings

MTC offers the following programs under the traineeships:

- CHC30113 Certificate III in Early Childhood Education
- CHC50113 Diploma of Early Childhood Education and Care
- CPP30316 Certificate III in Cleaning Operations
- TLI31616 Certificate III in Warehousing Operations
- BSB42015 Certificate IV in Leadership and Management
- BSB20115 Certificate II in Business
- BSB30115 Certificate III in Business

To know more about nominated qualifications. Please visit the link- [MTC Australia offering](#)

## 3. Rights and responsibilities of employers

### Employer's rights

Employers should expect that their trainee will:

- make every effort to learn the skills required in their traineeship program
- follow all lawful instructions of their employer or workplace supervisor
- make every effort to abide by the policies and procedures that apply in the workplace  
and become a valuable employee with a commitment to the business for which they work

### The role of Employer in this program

The employer has a responsibility to:

- Adhere to conditions as stated in the relevant employment agreement or award  
Must meet the minimum requirements for pay, leave and other conditions of employment set out in the industrial award or agreement under which the trainee is employed
- Read the National Code of Good Conduct before signing the training contract
- Adhere to the rules and regulations as per the NSW Apprenticeship and Traineeship Act 2001

- Adhere to other legislation relating to conditions of employment
- Provide Apprentices and Trainees with relevant instruction, practical experience.
- Ensure that the Trainee receives the work-based training by providing appropriate supervision and all necessary facilities, resources and opportunities to acquire the skills of the vocation
- Ensure that the Trainee receives the instruction, practice and support to develop skills in all aspects of their vocation and in accordance with the training plan.
- Ensure the Trainee has access to the full range of work required to develop competencies in all aspects of the vocation.
- Ensure the Trainee has access to the full range of facilities and opportunities including tools and equipment required to develop competencies in all aspects of the vocation.
- Ensure the Trainee will be instructed and supervised by a suitably-qualified or experienced employee/supervisor/manager (Mentor).
- Ensure to release the learner for training as outlined in the training plan and as per the trainer's program outline/plan.
- Provide a workplace that meets occupational health & Safety legislation or other relevant legislation are applied in the workplace.
- Work together with MTC provider to ensure the Trainee is made available for the required training, assessment and monitoring visits organised by his/her trainer and assessor
- Provide the Trainee with the necessary on-the-job training and understands that the Department of Education & Training must be notified if this is not being provided.
- Liaise with MTC provider in relation to the Trainee's on the job training to support MTC assessment of competency
- Must ensure to allow Trainees paid work time to undertake their formal training with MTC Australia. This may involve:
  - Attendance at the Institute
  - Formal Training in the work place (Group sessions/activities)
  - Self-Paced Learning
- Ensure to notify the Commissioner for Vocational Training (through Training Services NSW - phone 13 28 11) within 14 days of the following matters
  - Any injury to the trainee that will affect his/her ability to continue with or complete the traineeship
  - Failure by the trainee to make satisfactory progress in his/her on-the-job training or in the training provided by MTC
  - Any change in the business name or business address

- Any change in the nature of the business that could affect the employer's ability to deliver the on-the-job training or comply with his/her obligations under the training contract
- Withdrawal of a training contract within the probationary period
- Termination of the employment of an existing worker trainee or a trainee apprentice
- 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. Rights and responsibilities of trainees

### Trainee's rights:

- Trainees are entitled to have the opportunity to learn all the skills of their traineeship through their on-the-job training in the workplace. They 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.
- Trainees 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.
- Trainees are also entitled to be given every opportunity to complete the formal training specified the Training Plan and delivered by MTC Australia
- Trainees are entitled to receive payment for their 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 Trainee in this program

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

Trainees must make every effort to acquire the skills and knowledge they need to successfully complete their traineeship by:

- Accepting instruction and training in the vocation given by the 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 their 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. They should also contact Training Services NSW if they have any concerns about successfully completing their 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”](#)

## 5. Roles of Apprenticeship Network Providers (ANP):

Apprenticeship Network Providers (ANPs) are contracted and funded by the Australian Government to provide information and support services to employers and trainees. All employers wishing to employ a trainee must nominate an Apprenticeship Network Provider to act on their behalf. Apprenticeship Network Provider services are free of charge. A complete list of Apprenticeship Network Providers in NSW can be found at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or phone the Australian Apprenticeships Referral Line on 13 38 73.

### The role of ANP in these programs

- Help employers and trainees complete a training contract application and lodge it on their behalf with Training Services NSW
- Assist employers and trainees to apply for Australian and State Government financial incentives, subsidies and other financial assistance, and provide advice on eligibility
- Advise employers and trainees about their rights and responsibilities under a training contract
- Provide advice on the range of traineeships available and the qualifications trainees will gain on successful completion of their training
- Assist the employer and the trainee in the selection of a suitable registered training organisation to deliver formal training to the trainee
- Provide an ongoing monitoring service to the employer and the trainee throughout the course of the training contract
- Provide appropriate referrals to employers seeking assistance with recruitment of a trainee

## 6. MTC Responsibilities

Once training has been approved by Training Services NSW, MTC must advise Training Services within 21 days of any changes that may impact on the delivery of training and assessment, or any matter that may affect the capacity of the trainee to successfully complete the training. These matters may include:

- Any failure by the trainee to make satisfactory progress towards achieving the qualification as a result of non-attendance, failure to complete assessment tasks or failure to achieve competence within a reasonable period after delivery of training
- Any failure by the employer to allow the trainee the opportunity to complete the training specified in the Training Plan

- If MTC is denied access to the trainee to deliver training or conduct assessment
- If the trainee's role does not enable the MTC to undertake workplace assessment of the competencies specified in the Training Plan
- Any changes in the nature of the employer's business that adversely affects the employer's capacity to provide the workplace facilities needed for MTC to assess competency in the workplace
- If training cannot be completed within the nominal term of the traineeship
- Variations to the Training Plan
- If training cannot continue to be delivered because MTC's circumstances have changed or the employer selects a new RTO

## 7. The management of Traineeship process:

The traineeship process involves active engagement and collaboration between the employers, trainees, ANP and MTC as the RTO. The traineeship process is managed in the following four stages as listed below:

### a) Preparation of Initial Application and Approval

- The employer and proposed trainee complete and sign the Training Contract with the assistance of their Apprenticeship Network Provider (ANP).
- MTC prepare a Training Plan Proposal for each trainee
- MTC will charge an enrolment fee that is payable by the trainee or the employer. Some categories of trainees may be entitled to a fee exemption. MTC may also charge an employer contribution fee for training delivery details.
- The Apprenticeship Network Provider (ANP) checks the Training Contract & Training Plan Proposal and submit them to Training Services NSW for approval
- Trainee must enrol in an approved course of formal training with MTC

### b) Post Approval

- The employer and trainee receive an approval letter from Training Services NSW. The approval letter specifies the date the Training Contract has or will become binding. Every trainee is issued with a Training Contract identity number (TCID)
- MTC will develop a full Training Plan within 12 weeks of approval of the Training Contract in consultation with the employer and trainee. The

Training Plan must be signed by the enrolled student, the MTC provider and the Employer and provide them with a copy

- The Training Plan should specify:
  - units of competency that the trainee must achieve – these should cover all the skills required by the trainee to perform the job competently
  - any units of competency that the trainee has already completed that are of relevance (recognition of prior learning)
  - the qualification to be issued on successful completion of training
  - the training to be delivered by the employer
  - the training to be delivered by the registered training organisation and details of where and when that training will occur
  - any additional support the trainee may require if there are identified barriers to learning, for example poor literacy and numeracy skills
  - learning resources that will be provided to the trainee
  - how and when MTC plans to monitor and assess the trainee's progress
  - arrangements MTC will use to report back to the employer and trainee on progress with the training
  - When preparing the Training Plan, MTC must consider whether the trainee should be assessed for recognition of prior learning (RPL).
  - The Training Plan should be reviewed regularly by the workplace supervisor, the trainee and MTC representative and adjusted where necessary

### c) Ongoing Commitment:

- Trainees will be enrolled in an approved course of formal training with MTC. They must be allowed paid work time to undertake their formal training. This may involve attendance at a training institution, formal training in the workplace or self-paced learning.
- Trainees must be provided with “hands on” work, access to appropriate tools and equipment, and supervised training at work to acquire the knowledge and skills they need to complete the traineeship
- Employer must check regularly with MTC Representative to make sure that the trainee is attending off-the-job training (where required) and is making satisfactory progress towards achieving

their qualification. The Training Plan should be reviewed every six months

- Employer must sign the trainee's competency record book or work evidence guide provided by MTC which outlines the competencies they are expected to develop during the term of the training contract
- Employer must liaise with MTC Representative regarding the trainee's attendance and their participation and progress in formal training
- Employer and their trainee must notify Training Services NSW directly or through their Apprenticeship Network Provider if they wish to make changes to the training arrangements (e.g. cancellation, transfer or suspension) or vary the training contract or training plan (e.g. change of completion date, change of registered training organisation, change of qualification or change in mode of training delivery).

#### d) Completion

- Once the trainee has been notified that they have completed their formal training, Training Services NSW will send a letter to employer/trainee. They then have the option of applying for Competency Based Completion and should contact Training Services NSW to advise a mutually agreed completion date of the traineeship.
- If the trainee has not successfully completed the formal training, the employer must notify Training Services NSW prior to the expected completion date of the training arrangement. If more time is needed to complete the traineeship the employer must contact Training Services NSW immediately to arrange an extension (prior to the expected completion date).
- The employer and trainee may jointly apply for Competency Based Completion of the traineeship before the nominal term indicated in the Vocational Training Order (VTO) providing that the trainee has been issued with their qualification by MTC and the employer considers that they are competent to industry standard.
- When the trainee is eligible to receive or has completed their training. MTC must notify within 28 days of eligibility to receive the qualification.

## 8. 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](#)

## 9. 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.

## 10. 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.

## 11. 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)

Employer to retain:

- the approval letter from Training Services NSW that specifies the Training Contract ID (TCID) number
- copy of the Training Contract
- records of time worked and wages paid to the trainee
- copy of the industrial award or workplace agreement under which the trainee is employed
- copy of the training plan (as agreed with MTC)
- records of the trainee's attendance at off-site training with MTC
- results of formal training undertaken by the trainee with MTC
- copy of sign trainee's competency record book or work evidence guide which supports his/her formal training.

## 12. 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.

### **13.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.

### **14.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>.

### **15.Fees and charges**

- MTC 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 may also require a financial contribution from employers, over and above the training subsidy paid to MTC 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 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

For further details about the Fee please go the below links:

[https://www.training.nsw.gov.au/apprenticeships\\_traineeships/employers/self\\_help/aust\\_app\\_incentives.html](https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/self_help/aust_app_incentives.html)

[https://www.australianapprenticeships.gov.au/sites/ausapps/files/publication-documents/summary\\_aaip\\_table\\_1\\_july\\_2018.pdf](https://www.australianapprenticeships.gov.au/sites/ausapps/files/publication-documents/summary_aaip_table_1_july_2018.pdf)

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.

The total course fee is payable according to agreement between MTC Australia and the Employer.

Students are required to finalise all course fee payments by the completion of training. **MTC Australia will not release a Certificate or Statement of Attainment to a student who has not paid the full course fee.**

## 16.Changes to Training Arrangements:

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

***If the employer or the trainee 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:**

A trainee’s training contract can be transferred from one employer to another providing that all 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 the employer and the trainee 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.

A trainee cannot be forced to suspend a Training Contract with their employer. The [Apprenticeship and Traineeship Act 2001](#) stipulates that suspensions will not be approved if undue influence has been exerted on the trainee by any party. Similarly, the trainee cannot simply cease work without the consent of their employer.

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 of the employer and the trainee.

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).

## **17. 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 and signed by all 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”](#)

## **18. 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.

### **Trainers/Assessors**

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.

### **Learning Resources**

MTC students are provided with 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.

## **19. Competency-Based Training & Assessment**

Competency based Training develops the skills, knowledge and attitudes required to achieve competency standards. It means the trainees are assessed on the skills they can demonstrate, the tasks they can perform and the underpinning knowledge they have gained that allows them to effectively achieve the competency standards.

Employer and trainee can finalise and complete the traineeships when the formal qualification has been issued by MTC Australia and the employer

considers the trainee competent to 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 the 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 the 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

## **20.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.*

## **21. 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 a trainee to achieve one or more units of competency through assessment only (no training). Trainees 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 the trainee 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 the employer and the trainee agree to support a reduction in the nominal term of the traineeship, they should apply in writing to Training Services NSW. The 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.

## 22. 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.

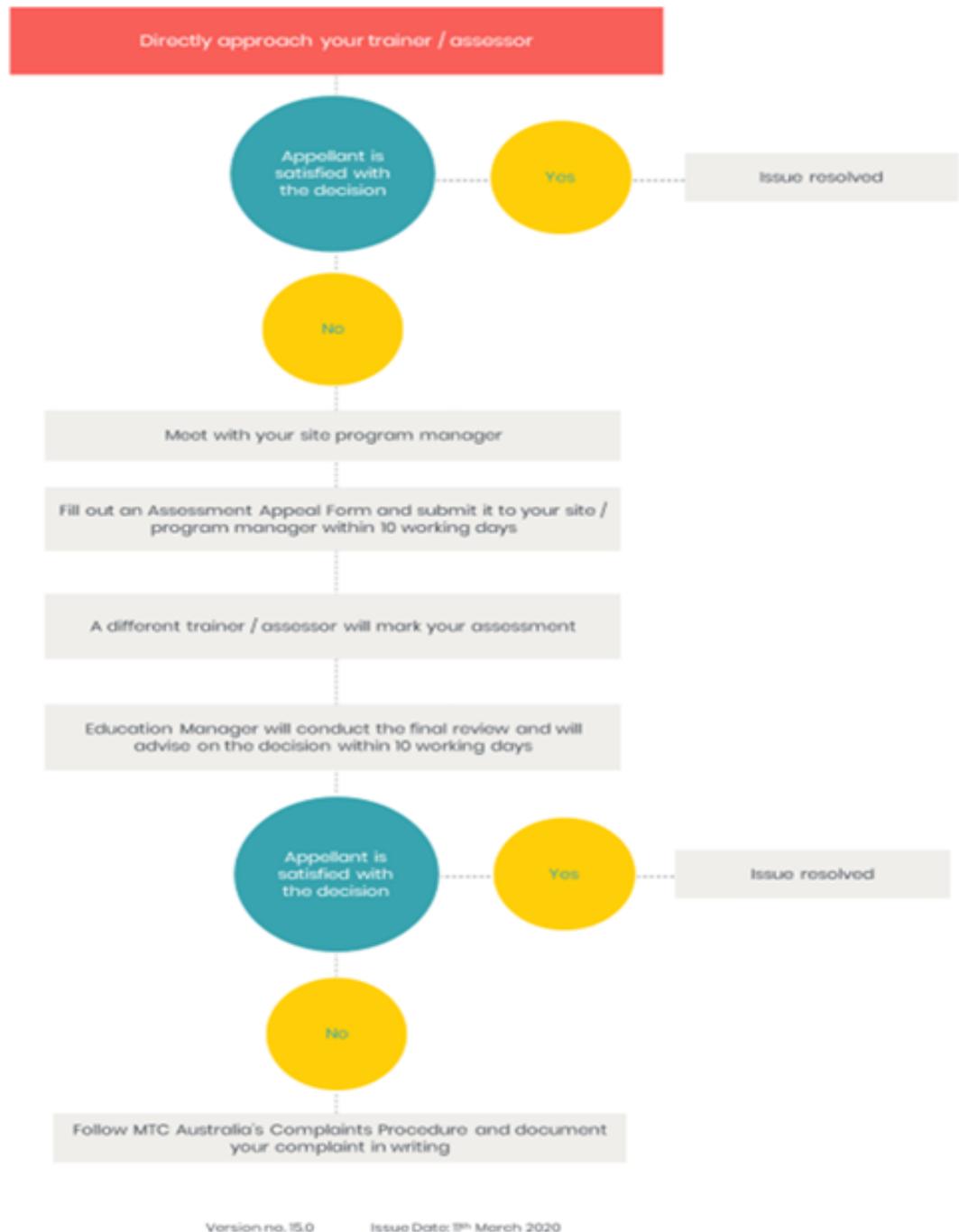
### Assessment Appeal Procedure

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*

## Assessment Appeals Handling Process

If you disagree with your assessment outcome, please refer to the process below:



*satisfied with the result at any stage of the process, the appeal will end and you do not have to do anything else.* MTC Australia has Assessment Appeal

Procedure available on MTC Australia Website [ET SOP 046](#) Assessment Appeal Procedure

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

## 23. 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 regard 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
- 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.

## 24.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

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- not provided a valid USI number

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

### ***Certificate of Proficiency***

This certificate is awarded to trainees who successfully complete the term of their Training Contract and have been awarded the appropriate qualification by MTC Australia

### ***Certificate of Completion***

This certificate is awarded to *trainees* 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.

## 25.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 & [SOP 017 Customer Compliments and Complaints Handling](#) ,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

**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.*

# Your feedback matters.

At MTC, our customers are important to us and we value your feedback. We want to make it easy for you to get in contact with our teams with your:



If you would like to get in touch regarding any of the above you can contact us using any of the below methods:



1300 232 663



[info@mtcaustralia.com.au](mailto:info@mtcaustralia.com.au)



[mtcaustralia.com.au](http://mtcaustralia.com.au)



## 26. Additional Support Services

### Training Services NSW

*(Including Apprenticeships and Traineeships)*

Phone: 13 28 11

[www.training.nsw.gov.au](http://www.training.nsw.gov.au)

### Apprenticeship Network Providers

Phone: 13 38 73

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

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

Phone: 1300 363 264

[www.innovation.gov.au](http://www.innovation.gov.au)

### Fair Work Online

Phone: 13 13 94

<https://www.fairwork.gov.au/>

### NSW Industrial Relations

Phone: 13 16 28

[www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au)

### Work Cover NSW

Phone: 13 10 50

[www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

### Group Training Australia

Phone: 1800 819 747

[www.grouptraining.com.au](http://www.grouptraining.com.au)

### Group Training Association of NSW

Phone: (02) 9746 9333

[www.nswgrouptraining.com.au](http://www.nswgrouptraining.com.au)

## 27. 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	Level 3, 2-14 Meredith St, Bankstown NSW 2200
Phone Number	Customer Care Support (1300 232 663)
Website	<a href="http://www.mtcaustralia.com.au">www.mtcaustralia.com.au</a>
RTO Code	90171