



Opportunities
to become

SEE STUDENT HANDBOOK

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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 17,000 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's 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 right 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.

The Skills for Education and Employment (SEE) program

The SEE program works on improving your spoken and written skills. It teaches reading, writing, oral communication and numeracy skills, which can help you find employment or study at TAFE or university.

PROGRAM LENGTH

You are entitled to a total of **650 hours** of Language Literacy Numeracy and Computer training, which can take a **maximum of 2 years** to complete from the day you start class.

FEES

The SEE program is **free of charge**. It is funded by the Department of Education and Training. The only time you will be asked to pay any fees is if you lose or damage a certificate given to you; in that case, you will have to pay \$30 to get a new one.

FULL-TIME OR PART-TIME TRAINING

Your training can be either full-time (20-25 hrs) or part-time (10-19 hrs). Classes are in the morning **or** in the afternoon. Your assessor will determine which class is best for you.

For face-to-face training, your schedule will be **one** of the following:

Full-time: 25 hours a week	Full-time: 20 hours a week	Part-time: 15 hours a week
Classes: 9:00 am – 2:45pm	Morning classes: 9:00am – 1:15pm	Morning Classes: 9:00am – 12:15pm
<i>15-minute morning tea</i> <i>30-minute lunch</i>	Afternoon classes: 12:00pm – 4:15pm <i>15-minute break</i>	Afternoon Classes: 12:45pm – 4:00pm <i>15-minute break</i>

***Please note:** Class times and days at some sites may vary depending on your weekly training load. Your Assessor will confirm your training schedule at the successful conclusion of your Pre-Training Assessment (PTA). See below.*

For online or at home training, your schedule will vary however your weekly hours and workload will remain the same. Please speak to your trainer to confirm your schedule.

YOUR CLASS

If you are attending face-to-face training, you will study in a class of no more than 20 students, you will study both in groups and by yourself. It is important that you participate in all

classroom activities to help you improve your language skills. Lessons focus on skills in Learning, Reading, Writing, Speaking, Listening and Numeracy. It's also includes activities and tasks that students do on their own as well as in pairs and groups.

It is important to cooperate with your Trainer and other students. If you have any problems, please talk to your Trainer.

Important:

Nobody can improve without trying, so it is important that you try to **participate as much as possible in all classroom activities.**

PRE-TRAINING ASSESSMENT (PTA)

The Pre-Training Assessment (PTA) is a one-hour interview you have at an MTC Australia site or through a remote delivery mode before you start your studies. During the PTA interview, the assessor tests your level of skill in **Learning, Reading, Writing, Speaking and Numeracy.**

You are able to start training if:

- you have literacy and numeracy needs;
- you can **attend classes regularly;**
- you can **participate in classroom activities;**
- you don't have problems that could prevent you from coming to class or improving your skills (e.g. if you have no home, if you have a drug problem or if you don't come to class regularly).

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 www.usi.gov.au.

STUDENT TRANSPORT ENTITLEMENT CONCESSION CARD

MTC Australia is registered with the Transport for NSW (TfNSW) to ensure its students are provided opportunities of seeking subsidised travel concessions on public transport services subject to meeting the eligibility criteria.

MTC Australia informs every student about the availability of Student Transport Entitlement Concession cards as part of their PTA process. At this stage, each student must be provided information about:

1. transport concessions benefit available to eligible recipients
2. the eligibility criteria for getting the concession benefits
3. the process of applying for the concession subject to meeting the eligibility criteria

The process of assessing a student's eligibility criteria has been detailed in the [Transport NSW Guidelines for Issuing NSW Tertiary Student Concessions](#).

Please contact MTC Australia for more details.

CLASS LEVEL

In the PTA, the assessor will decide which level you will be studying.

The SEE Program has 3 levels of training:

- Initial Language Stream (Level 1 – PLA/PLB)
- Basic Language
- Advanced Language

RECOGNITION OF PRIOR LEARNING (RPL) / CREDIT TRANSFER (CT)

RPL is a process to assess your knowledge and skills acquired through formal or informal learning and are about what you have learned before. For example, you may have studied some course at AMES or TAFE before coming to MTC and acquired the skills related to the SEE courses.

Please tell your assessor at the interview about all English courses you have done. One reason for having an assessment before you start is for us to find out how much you still remember of what you studied before.

Also, if you have certificates from other places, for example TAFE or AMES, you can give a copy of your certificates to your SEE Centre Manager.

If you need more information about this, you can ask your SEE Centre Manager or assessor. They will explain the process to you and, if necessary, help you fill out any necessary application forms.

CERTIFICATES/STATEMENTS OF ATTAINMENT

A **Certificate** means that you have successfully completed all units of competency to achieve the full qualification. A **Statement of Attainment** certifies that you have completed one or more units of competency but have not achieved the full qualification. All qualifications issued by MTC Australia are nationally recognised. The certificate you may get is:

- Certificate in FSK20113 Certificate II in Skills for Work and Vocational Pathways or
- Certificate in 22476VIC Certificate I in General Education for Adults (Introductory) or
- Statement of Attainment in FSK20113 Certificate II in Skills for Work and Vocational Pathways or
- Statement of Attainment in 22476VIC Certificate I in General Education for Adults (Introductory) or
- Statement of Attainment in 22471VIC Course in Initial General Education for Adults or
- Statement of Attainment in 22483VIC Course in EAL

MTC Australia issues a Certificate or Statement of Attainment within 30 days of your completion or withdrawal dates of the SEE Program.

Accredited Certificates or Statements of Attainment will be sent via an email or posted to you upon request. Please remember to inform us if you change your address so that you can get your Certificate or Statement.

If you need more information about this, please ask your Trainer or SEE Centre Manager.

POSSIBLE FUTURE PATHWAYS

Depending on the results of your PTA, you may finish one level (for example **CGEA Initial**) before you finish 650 hours. In such cases, you will study a higher level (for example CGEA I Intro) for the rest of your time with us.

Depending on your starting level, what you study and what certificate you get, you may be able to study other courses after you finish your 650 hours with us. (For example, you **may** be able to study Certificate I in Business.) If you need more information about this, ask your Trainer or SEE Centre Manager.

CLIENT TRAINING PROFILE (CTP)

After the Pre-Training Assessment, your Trainer will give you two copies of your Client Training Profile (CTP) and a copy of your class timetable. Please give once copy of the CTP and a copy of your timetable to your Referring Agency (such as Centrelink or Job Active/DES).

The CTP shows:

- the start and end dates of your training at MTC Australia;
- your training hours (full-time or part-time);
- the result of your Pre-Training Assessment;
- what you will study in the first block of training.

ASSESSMENTS (TESTING)

Your Trainer will **test** you to see how well you are doing. These tests will be either **written** or **spoken**.

Your Trainer will explain the tests clearly in simplified language. Your Trainer will also mark the tests, give you your results, and talk to you about your answers.

If you fail a test, your Trainer will explain your mistakes and then you can take the test again. You can take any test as many times as you like.

One rule of the program is that **you must improve** in two areas (learning, reading, writing, speaking or numeracy) for every 200 hours of class. Your Trainer will help you as much as possible and make sure you are well-prepared for all the tests.

If you have any problems during a test, you can ask your Trainer for help.

You can also use a dictionary or a calculator in any test.

ASSESSMENT APPEALS

If you feel your test result was **wrong** or **unfair**, you have the right to speak up. To do so, you can lodge an assessment appeal at any time. MTC Australia takes all assessment appeals seriously and handles them in a timely, professional and confidential manner.

Tell your Trainer if you are not happy with the results.

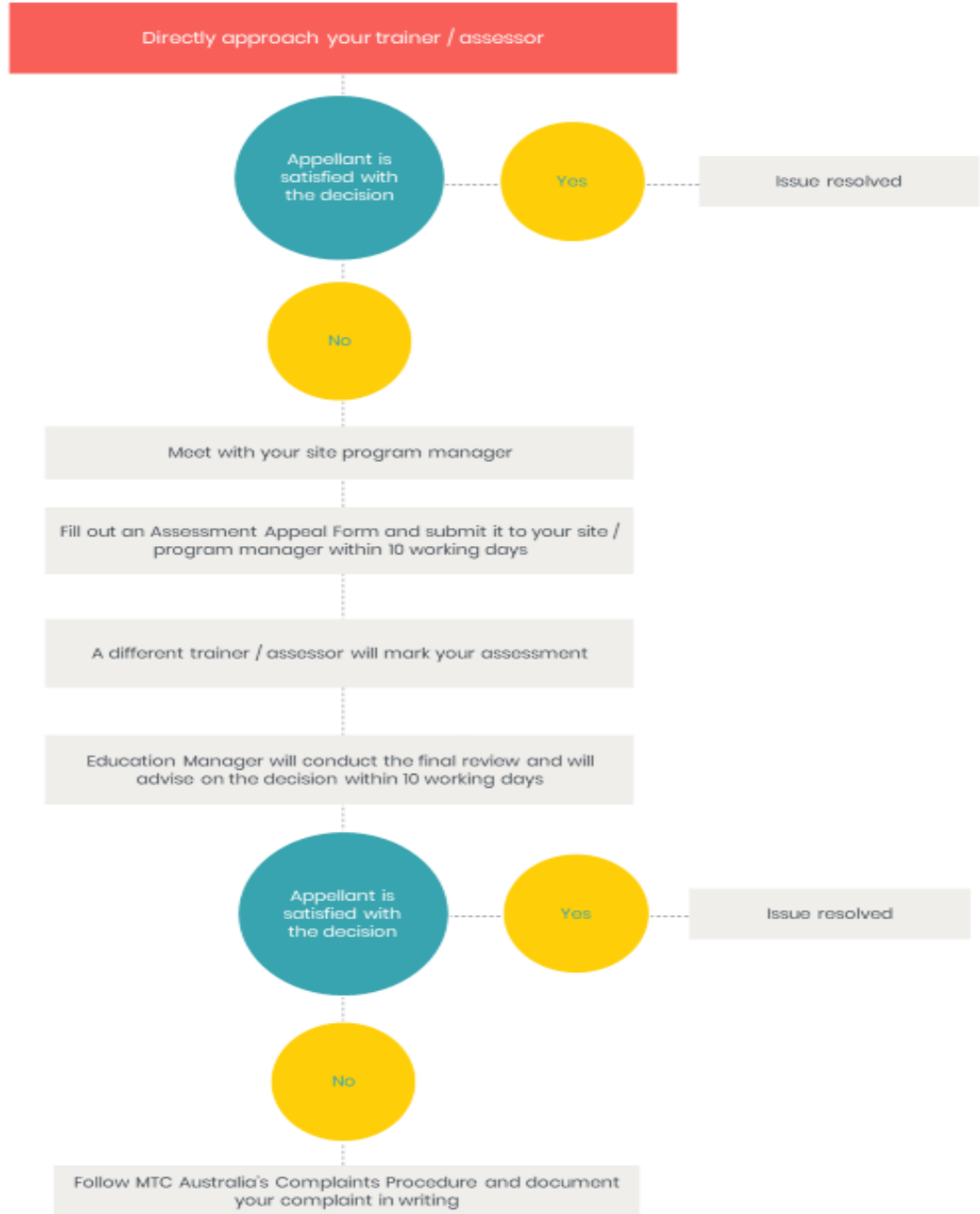
The SEE Centre Manager or SEE Program Manager will help you record all assessment appeals in writing. They will also give you a letter about appeal decisions. MTC Australia has Assessment Appeal Procedure available on MTC Australia Website [ET SOP 046](#) Assessment Appeal Procedure.

To see what happens with your assessment appeal, please refer to the flow chart below. You can also see a copy of this chart on the noticeboard in your classroom.

ASSESSMENT APPEAL PROCEDURE:

Assessment Appeals Handling Process

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



Version no. 15.0

Issue Date: 18th March 2020

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

Version No: 5.0

Approved date: 18th August 2020

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ATTENDANCE AND ABSENCE

All SEE students should attend classes **every day**. You should attend class regularly or you will be **withdrawn** from classes and your Centrelink benefits may be stopped.

If you are absent for more than 3 days in a row, you may be suspended or withdrawn. This means you get time off from class and benefit may be affected. Later, if you need to take time off again, you may not be able to do so because of this.

If you are sick or unable to attend class, **call your Trainer** right away. Please **bring a medical certificate** when you return to class.

PUNCTUALITY

You should attend classes **regularly**, and you must be **on time**.

SUSPENSION (TIME OFF FROM CLASS)

You may ask for time off if:

- you are sick for a long period of time or have to be in hospital;
- you have family emergencies or responsibilities;
- you have casual or seasonal work;
- you need to travel overseas or,
- you have a serious accident.

The **minimum** period of suspension is **1 week**; the **maximum** is **4 weeks**.

- **RESUMPTION (RETURN TO CLASS)**

If you take time off, you must return to class **on or before** the day your Trainer tells you. If you do not return by that date, you will be withdrawn from the program (you will be stopped and may not be able to study anymore).

- **WITHDRAWAL (CANCELLATION OF ENROLMENT)**

MTC Australia may stop you from studying for these reasons:

- poor attendance, inappropriate behaviour in the classroom, violent or abusive behaviour, and not completing your work; or
- inappropriate use of computer or internet facilities (for example, opening pornographic or gambling sites).

You may also withdraw yourself from studies if you choose.

If you are withdrawn and would like to return:

- **Within 12 weeks**, you can go to your campus SEE Centre Manager; you may be able to re-start your training without another assessment.
- **After 12 weeks**, you will need to first get a new referral from Centrelink or your provider. You will also need to take a new Pre-Training Assessment.
- **TERMINATION (PERMANENT CANCELLATION OF ENROLMENT)**

If you:

- do not attend classes regularly,
- do not follow computer or internet use rules or
- behave inappropriately towards your Trainer or classmates,

MTC Australia will first provide you with guidance and/or counselling. If your behaviour does not change, MTC will give you a formal written warning.

If your behaviour does not change after being given a warning, MTC Australia will terminate your training. Once terminated, you cannot return to training.

CLASSROOM BEHAVIOUR & COURTESY

Classroom Behaviour

- DO:**
- ✓ speak English as much as possible
 - ✓ be courteous (say 'Please' and 'Thank you')
 - ✓ respect other students and staff
 - ✓ keep your classroom and the premises tidy

- DO NOT:**
- use mobile phones in class
 - eat in the classroom
 - chew gum in class
 - smoke indoors
 - speak languages other than English in class
 - bring drugs or alcohol to class

Important:

Be courteous: Use polite words such as 'Please', 'Thank you', 'Excuse me' and 'Sorry'. This will help you build good relationships with your classmates and your Trainer.

HEALTH AND HYGIENE

It is important that you take care of your health and the health of others in the program.

- Exercise** – Exercise regularly.
- Sleep** – Get enough sleep.
- Nutrition** – Eat a well-balanced diet.

Personal hygiene and cleanliness are the best way to stop the spread of viruses and contagious illnesses. The flu (influenza) and colds are caused by infectious viruses. To **stop the spread of viruses**:

- Cover your mouth and nose when you sneeze or cough.
- Wash your hands thoroughly with soap and water before and after every meal and after using the toilet.
- Avoid touching your eyes, nose or mouth.
- Stay home when you are sick and check with a health care provider when needed.

Visit www.nutritionaustralia.org or www.health.nsw.gov.au for useful information about balanced diets and health tips.

RESOURCES AND FACILITIES (EQUIPMENT USE)

On your first day, your SEE Centre Manager will show you the free tea and coffee facilities and where the toilets are in the building. In some sites, there is also a student common area for break time.

In order to help and support your learning, MTC Australia provides resources and facilities such as:

- furnished classrooms
- overhead projectors
- computer rooms with Internet connection
- tea/ coffee machines and water coolers in student common areas

WORK HEALTH AND SAFETY (SAFETY AT SCHOOL)

At all times, pay close attention to health and safety instructions while you are at MTC.

On your first day, your Assessor will show you the emergency exits and assembly areas (where to go in case of an emergency) and will also explain **safety procedures** to you.

It is very important that you understand and follow these safety instructions. If you need help, please ask your Trainer or SEE Centre Manager.

If there is an accident, or if you are hurt or injured, please **tell your Trainer or SEE Centre Manager immediately**.

USE OF CHROMEBOOKS AND INTERNET

Chromebooks and Internet are provided to help you improve your IT skills and achieve your learning goals. Email accounts and the Internet should **not be used** to access **gambling or pornography websites**.

TRAINING BREAKS AND HOLIDAYS

MTC Australia is closed on all public holidays. The following tables show you the New South Wales Public Holidays Calendar and the NSW Government Schools Term Dates for 2020–2022.

NSW Public Holidays 2020–2022

Holiday	2020	2021	2022
New Year's Day	Wednesday, 1 January	Friday, 1 January	Saturday, 1 January
³ Additional Day			Monday, 3 January
² Australia Day	Monday, 27 January	Tuesday, 26 January	Wednesday, 26 January
Good Friday	Friday, 10 April	Friday, 2 April	Friday, 15 April
Easter Saturday – the Saturday following Good Friday	Saturday, 11 April	Saturday, 3 April	Saturday, 16 April
Easter Sunday	Sunday, 12 April	Sunday, 4 April	Sunday, 17 April
Easter Monday	Monday, 13 April	Monday, 5 April	Monday, 18 April
Anzac Day	Saturday, 25 April	Sunday, 25 April	
Queen's Birthday	Monday, 8 June	Monday, 14 June	Monday, 13 June
¹ Bank Holiday	Monday, 3 August	Monday, 2 August	Monday, 1 August

Labour Day	Monday, 5 October	Monday, 4 October	Monday, 3 October
Christmas Day public holiday	Friday, 25 December	Monday, 27 December	Tuesday, 27 December
Boxing Day	Monday, 28 December	Tuesday, 28 December	Monday, 26 December

*1 Retail bank branches and certain financial institutions are required to remain closed on the first Monday in August (Bank Holiday) unless otherwise exempt - see [Part 3A](#) of the [Retail Trading Act 2008](#). 'Bank Holiday' is included in this list because it has implications for the staffing of these institutions. See the [Banks and Financial Institutions](#) page of the Fair Trading website. **Bank Holiday is not a declared public holiday.***

2 The public holiday standard in the [Public Holidays Act 2010](#) provides that when Australia Day (26 January) falls on a Saturday or Sunday, there will be no public holiday on that day and instead the following Monday is to be the public holiday.

3 The public holiday standard in the Act provides that when New Year's Day, Christmas Day or Boxing Day falls on a Saturday or Sunday there is to be an additional public holiday on the following Monday or Tuesday.

NSW Government Schools Term Dates

	2020	2021	2022
Term 1	Tuesday 28 January to Thursday 9 April	Wednesday 27 January to Thursday 1 April	Friday 28 January to Friday 8 April
Term 2	Monday 27 April to Friday 3 July	Monday 19 April to Friday 25 June	Tuesday 26 April to Friday 1 July
Term 3	Monday 20 July to Friday 25 September	Monday 12 July to Friday 17 September	Monday 18 July to Friday 23 September
Term 4	Monday 12 October to Friday 18 December	Tuesday 5 October to Friday 17 December	Monday 10 October to Tuesday 20 December

Before the school holidays, your Trainer will give you a distance learning workbook to complete on specific days during the break. You will be expected to attend some classes on the days which you won't be completing your workbook. It is very important that you finish this workbook and return it to your Trainer at the end of the holidays. You may contact your trainer if you need any help with your workbook.

EXCURSIONS

Excursions are organised by your class Trainer. They are a part of your learning and have educational value. Your trainer will discuss with the class the educational value of the excursion and how it is important to your learning program.

While on an excursion, you are expected to behave appropriately at all times and to follow all rules. Prior to the excursion, your Trainer will discuss with you the Work Health and Safety rules and the Student Code of Conduct that all students should follow.

On an excursion, remember to wear suitable clothing and shoes and to carry water in a non-breakable container.

MULTICULTURAL DAYS

Trainers and SEE Centre Managers at MTC Australia organise celebrations for different multicultural events such as Harmony Day, Peace Day, Anzac Day, Chinese New Year, Christmas, The Moon Festival, etc.

Students and Trainers celebrate Australia's multiculturalism and the cultural, racial and religious diversity of students at MTC Australia. Students and Trainers bring traditional food and wear their traditional clothing. On multicultural days, you will share stories about your culture and traditions with others and learn English by chatting with Trainers and your classmates.

STUDENT SURVEYS

We value your feedback. This means we would like you to tell us what you think about your courses and your time at MTC. For this reason, before you finish your hours, we may ask you to answer some questions. These questions are about your classes, your Trainers, etc. We don't ask you to write your name on the questionnaire, so you don't have to worry about giving us your opinion. You don't have to answer these questions if you don't want to; however, it will be a great help to us if you do, as it would help us improve our services and become a better provider.

YOUR RIGHTS AND RESPONSIBILITIES

As a student at MTC, you are expected to follow the terms and conditions of your enrolment as well as MTC Australia's rules and code of conduct. These rules are there to create a positive learning environment for everyone; failure to follow them will lead to disciplinary action. As a student at MTC:

You have the right to:

- be respected
- receive feedback from your Trainer on your studies
- give feedback about the course
- have privacy
- have access to your information
- be free from discrimination
- have a choice
- be in a good learning environment

You must not:

- miss classes without a good reason
- harass others
- discriminate against others
- use offensive/bad language
- destroy school property
- remove school signs
- disobey safety directions

PRIVACY

All the information MTC has about you is kept private and confidential. Your student file, which contains your Pre-Training Assessment, enrolment information, assessments and results, is kept in a secure place. Only authorised people (for example your Trainer or SEE Centre Manager) can access student files. As per the “**Privacy Notice**” that you signed, MTC will also share administrative information about your attendance of SEE program with your Job Active provider.

If you need to see your results or check the details you have given us, you can ask us. You can look at your files only in the presence of MTC Administration Staff or your Trainer/SEE Centre Manager. You cannot take anything from or add anything to your files, but you can ask about records of your attendance and progress.

COMPLAINTS

You have the right to lodge a complaint if you are not satisfied with the **procedures, outcomes** or the **quality of service** provided by MTC Australia. A complaint can be about:

- your training (classes, lessons, materials);
- course and enrolment advice and information provided to you;
- your assessment results (including Recognition of Prior Learning and Recognition of Current Competency);
- certificates and/or statements of attainment;
- how your Trainer and/or other students treat you;
- handling of your personal information;
- health and safety and
- access and equity.

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.

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



mtcaustralia.com.au



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

At any time if you are happy, the complaint will end, and you do not have to do anything else.

HELP AND SUPPORT

At MTC, you can get help and support:

- If you have a disability that may make studying difficult for you, tell your Trainer and SEE Centre Manager.
- If you have other problems and would like to talk about them or get help, go to MTC Support Officer. They may be able to help you, or tell you where to go and what to do.
- If you are injured on campus, go to your Trainer, SEE Centre Manager or other MTC staff immediately.
- If there is an emergency or evacuation, follow your Trainer, listen to their instructions and stay as close to them as possible.
- If your address and/or telephone number(s) change, tell your Trainer.

You can also get help from different organisations:

- Telephone and Interpreting Service National (National): **131 450**
- Lifeline (National): **13 11 14**, www.lifeline.org.au
- Legal Aid NSW: **1300 888 529**, www.legalaid.nsw.gov.au
- Kids Helpline (National): **1800 551 800**, www.kidshelp.com.au
- Relationships Help Online NSW: **1300 857 886**, www.nsw.relationships.com.au
- Sydney Sexual Health Centre NSW: **1800 451 624** <http://www.sshc.org.au/>
- Gay and Lesbian Counselling Services of NSW, **(02) 9519 7599**
 - www.glcsnsw.org.au
- Alcoholics Anonymous (National), **1300 22 22 22**, www.aa.org.au
- Alcohol and Drug Information Service (ADIS) NSW, **(02) 9361 8000** or **1800 422 599**
- Family Drug Support Helpline (National), <https://www.fds.org.au/>, **1300 368 186**

Your Trainer or SEE Centre Manager can explain to you what these and/or other organisations may be able to do to help you. They may also be able to help you find other support organisations close to where you live.

LEGISLATIONS AND REGULATIONS

If you need more information about rules, regulations and conditions, you can visit the following websites.

- SEE program rules and conditions:
Services Australia [Skills for Education and Employment](#)
- Training and assessment rules and conditions NSW, SA: <http://www.asqa.gov.au>
- [Human Rights and Equal Opportunity Commission \(Transition Provisions and Consequential Amendments\) Act 1986](#)
 - [Human Rights and equal Opportunity Commission Amendment Act 2002](#)
- [Disability Discrimination Act 1992](#)
 - [Disability Discrimination Amendment Act 2002](#)
 - [Disability Discrimination Amendment \(Education Standards\) Act 2005](#)
- [Work Health and Safety Act 2011 No 10 \(NSW\)](#)
 - [Workplace Health and Safety Regulation 2017 \(NSW\)](#)
- [Privacy Act 1988](#)
 - [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [Freedom of Information Act 1982](#)
- [Equal Employment Opportunity \(Commonwealth Authorities\) Act 1987](#)

IMPORTANT INFORMATION

- You will get directions to and the phone number of your MTC campus from Centrelink or your referring agency.
- All MTC campuses are close to public transport. If you need more information about transport and/or parking options, ask your Trainer and/or SEE Centre Manager.
- Your Trainer's and SEE Centre Manager's name will be given to you at your Pre-Training Assessment.
- Names of Campus First Aid Officer and Fire Warden are located on emergency charts in your campus.
- MTC Australia Customer Care Support phone number: **1300 232 663**
- Emergency contact number (police/ ambulance/ fire brigfire brigade): **000**