



## Student Handbook

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## Student Handbook

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MTC Training (MTC) Student Handbook outlines the policies and procedures that govern MTC's daily operations in the delivery of quality training. It also outlines the roles and responsibilities of MTC, staff and students.

The Student Handbook is presented to students prior to course commencement. Upon completion of your induction, please complete the Induction Checklist Form - v.3.0 Jan 2019<sup>1</sup> and give to your Trainer to be placed in your student file.

### Personal Information – for your information

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Student name	
<p>* <b>Unique Student Identifier (USI)</b> - 10 digit alpha-numeric number:</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><b>Training Contract number (if Applicable)</b></p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/></p>	
Group number/day(s) of training	
Commencement of training date	
Completion of training date	
<p>Notes</p> <p>*Please note where a USI exemption applies, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcripts prepare by the Registrar.</p>	

## Contact details

<b>Address</b>	Cardijn College Marcellin Campus Corner of Beach and Mander Roads Christie Downs SA 5168
<b>Telephone</b>	(08) 8186 9700
<b>Facsimile</b>	(08) 8186 9799
<b>Email</b>	sally.aitken@cardijn.catholic.edu.au
<b>Website</b>	www.mtcsa.com.au
<b>CEO</b>	Dr Paul Rijken
<b>Administration</b>	Mrs Sally Aitken (Administration Manager) Mrs Robyn Hudson (Administration Officer)
<b>Training Manager</b>	Mr Justin Mamo
<b>Student Support Officer (SSO)</b>	Mr Justin Mamo For school students, in addition to your school's Student Support Services ie Student Counsellor, Vocational Education Coordinator, Home Group Teacher.
<b>Accountable Officer Automotive</b>	Mr Clay Berryman
<b>Accountable Officer Cabinetmaking</b>	Mr Tony Nicholls
<b>Accountable Officer Construction/Carpentry</b>	Mr Shannon Cox
<b>Accountable Officer Electrotechnology</b>	Mr David Hill
<b>Accountable Officer Engineering Fabrication</b>	Mr Justin Mamo
<b>Third Party Arrangement Coordinator</b>	Mr Rob Dvorak

## Welcome

MTC extends a warm welcome to you. We trust your time with us during your training will be both enjoyable and productive. Although challenging at times, our courses are designed to provide you with the necessary skills and knowledge to be able to work safely and with confidence in the workforce.

We wish you every success and know that with the right attitude and effort your aspirations will be realised. Please do not hesitate to approach our staff should you have any questions or concerns during your course.

MTC employs a continuous improvement process that includes the review of all policy and procedure. From time to time policy and procedure may be improved. In the event that changes occur, students will be advised of this by trainers during training sessions.

This document is version no. 10.0 January 2021. If you are unsure that the version you have is the latest one please check with Administration.

MTC is a Registered Training Organisation (RTO) approved to deliver Vocational Education and Training (VET). MTC provides training that results in nationally recognised Qualifications. MTC has many responsibilities as an RTO and must abide by these to meet audit requirements. In South Australia holding status as an RTO requires compliance with the Standards for RTO's 2015. The Australian Skills Quality Authority (ASQA)<sup>2</sup> is the national regulator of Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

MTC has a Funded Activities Agreement with the Department for Innovation and Skills (DIS). Visit [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for participant eligibility criteria.

MTC is committed to its clients. Our Code of Practice defines our commitment to students – Appendix 1. This Code of Practice can also be accessed via MTC's website – [www.mtcsa.com.au](http://www.mtcsa.com.au)

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<sup>2</sup> <http://www.asqa.gov.au/>

## Your Rights

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You have the right to:

- Quality and appropriate training.
- Fair, reliable, flexible and valid assessment.
- Be treated respectfully, equitably and fairly.
- Be emotionally and physically safe in the learning environment.
- Have complaints/appeals dealt with in confidence – fairly and promptly.
- Privacy and confidentiality.
- Timely access to assessment results, materials and personal records.

## Your Responsibilities

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Your responsibilities are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other students.
- Take personal ownership of and responsibility for your learning, attend completely and punctually, participate fully and notify of absence.
- Maintain a positive attitude and not be disruptive to other students or MTC staff.
- Comply with all policies as advised.

## MTC Rights

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MTC has the right to:

- Ask for student information ensuring privacy and confidentiality
- Ask for, expect and receive compliance with all policies as advised.
- Ask for, expect and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures.

## MTC Responsibilities

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MTC has the responsibility to:

- Provide quality and appropriate training.
- Provide fair, reliable, flexible and valid assessment.
- Provide respectful, equitable, fair and safe learning environment.
- Deal with complaints/appeals in confidence, fairly and promptly.
- Provide timely access to assessment results, materials and personal records.

## Access and Equity

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It is the policy of MTC to ensure an environment that is:

- safe and equitable through zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification
- as a minimum, complies with State and Federal legislation.

Access and Equity at MTC is based on the following principles:

- All stakeholders will be treated with respect in a workplace and learning environment free of harassment and intimidation
- All personnel and learner decisions will be fair, reasonable, non-discriminatory and based on merit
- No individual or group will be treated less favourably than another
- All communications and interactions will be free of bias, prejudice and discriminatory language.

### Upfront Assessment of Need

The upfront assessment of need process is an assessment of eligibility, entitlement, suitability, literacy and numeracy.

The upfront assessment of need process is conducted prior to every enrolment in a vocational course to ensure that:

- students who are enrolled with MTC can successfully achieve the required competencies of the qualification
- MTC as a minimum meets the requirements of the VET Quality Framework, and other contractual arrangements for example – DIS Funded Activities Agreement.
- a high quality formal referral process underpins access to a subsidised training place for Jobseekers registered with an Australian Government employment service
- only individuals who have the capacity to undertake a vocational course will have access to a subsidised training place
- only where there is evidence of need will an individual be provided with access to subsidised bridging units or foundation skills courses
- individual learning and support needs are identified early, and strategies are put in place to improve retention and completion outcomes
- Jobseekers registered with an Australian Government employment service that are assessed as requiring literacy and/or numeracy training and eligible for Australian Government assistance are referred to the Skills for Education and Employment (SEE) Program

## Advertising/Marketing

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From time to time MTC staff will take photographs of various activities being undertaken by students whilst attending MTC courses. In some instances photographs may be used for advertising purposes. By signing the Media Authority Declaration in the Enrolment Part A Application Form, you are giving your permission for MTC to:

- Take and electronically store one or more images of you
- Produce one or more articles about you or other training/business related issues that contain images of you
- Produce one or more advertisements about you or other training/business related issues that contain images of you

## Complaints and Appeals

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Students who have concerns or complaints should, in the first instance, discuss the issue with the relevant individual/s involved in a courteous, professional, adult manner. Should there be no resolution, the issue should be referred to the Training Manager in writing. In the case of a Third Party Arrangement, please report to the Third Party Arrangement Coordinator, clearly outlining the issue, all parties involved, and all actions taken to date to resolve it. The Training Manager or Third Party Arrangement Coordinator will then make an appointment to discuss the matter, with all relevant parties present where appropriate, to resolve the issue. If resolution is still not possible, the matter will be referred to the CEO for recommendation and possible consultation with external body/s. Independent arbitration is available as a last resort.

### Complaints & Appeals Procedure

This complaints procedure is to provide students and staff with the pathway for resolving any grievance associated with attending MTC or Third Party Arrangement.

Students and staff must initially follow the informal process mentioned above. If this process does not resolve the issues a formal resolution process will need take place.

### Grievance framework

- Each complainant has the opportunity to be formally represented at minimal or no cost
- All complaints and appeals are documented and kept on record
- All complaints and appeals are monitored and reviewed to prevent their reoccurrence. This forms a key part of MTC's continuous improvement process.
- Each party may have a support person accompany them throughout each step
- MTC will activate the formal complaints process within 10 working days on receipt of a formal complaint
- Each formal complaint will conclude with a written agreed outcome presented to all parties involved



- Students have the right to access an external appeals process. (see below for contact details)
- If a student initiates a complaint process their enrolment will be maintained during the process

Consumer and Business Services	131 882 advice on consumer rights, protection, refunds
SA Equal Opportunity Commission	8207 1977

## Conditions for Termination

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- Non-payment of fees or charges
- Serious breaches of MTC policies & procedures
- Endangering the health, safety and welfare of any other student, member of staff, visitor or member of the public
- Preventing, through your actions, any other student enjoying the full benefit of training and assessment services offered

## Personal Protective Equipment (PPE)

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Students must wear PPE which includes steel capped boots, safety glasses, polo shirt or long sleeve yellow hi-vis shirt (engineering), navy work pants or shorts.

Shorts may only be worn in Terms 1 & 4 with the exception of engineering where long pants must always be worn.

**\*\* Students not meeting these requirements will not be permitted to undertake the session/s \*\***

## Privacy and Confidentiality

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### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact *MTC Training* to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Call us on (08) 8186 9700 or Email us at [mtctraining@mtc.sa.edu.au](mailto:mtctraining@mtc.sa.edu.au)

Website – [www.mtcsa.com.au](http://www.mtcsa.com.au)

The confidentiality of others must always be maintained. Issues pertaining to individuals and/or organisations are not to be discussed outside of the training room.

MTC's Privacy Notice and Student Declaration forms part of the enrolment process which provides evidence of student acknowledgement. MTC's Privacy Notice is available from Administration, and can be accessed on our website – [www.mtcsa.com.au/ABOUT/Student](http://www.mtcsa.com.au/ABOUT/Student) Information/Privacy Notice.

## Have we got the right information?

MTC takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about students is correct and current. The accuracy of this information depends largely upon students providing us with details such as: current address, telephone numbers, email Address. Please ensure change of details are provided to administration immediately.

## Accessing Your Personal File

MTC maintains a record of training for every learner. If a learner does not have an up-to-date copy of their training record they can request one from the trainer or administration.

## Identifiers

MTC assigns, and students apply, for unique student identifiers. Depending upon the students' enrolment type, there may be more than one identifier;

### a. RTO Client code

MTC assigns a Client Code to every enrolment generated from our Student Management System.

### b. Unique Student Identifier<sup>3</sup>

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

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<sup>3</sup> <http://usi.gov.au>

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course.

To create a USI you will require at least one form of ID from the list below: Driver's Licence

- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

If you have not done so already as part of the enrolment process, please request student Information for the Unique Student Identifier from administration and follow the steps to create your USI. Please provide your USI to administration or advise of exemption.

MTC will verify your USI and will not be able to issue AQF certification documentation without being in receipt of a students verified USI, unless an exemption applies under the *Student Identifiers Act 2014*. Where an exemption applies, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcripts prepared by the Registrar.

#### **c. Participant Number**

MTC has a Funded Activities Agreement with the Department for innovation and Skills. Visit [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for Participant Eligibility Criteria.

For funded activities (ie Training Guarantee for SACE Students (TGSS)), once MTC enters into an Enrolment Agreement and a Participant Agreement is signed, MTC creates a Student Profile for each student and Training Account which allocates a Participant Number. Administration will advise your Participant Number. If you have not been provided with this number, please contact Administration.

#### **d. Training Contract Number**

School Based and Full Time Apprentices are allocated a Training Contract Number by Traineeship and Apprenticeship Services. If you are not aware of this number, please request from Administration.

### References/Forms available from Administration relating to MTC Student Rights & Responsibility:-

- *MTC Student Code of Conduct Policy & Procedure*
- *MTC Privacy Policy & Procedure*
- *MTC Complaint Process Policy & Procedure*
- *MTC Appeals Policy & Procedure*
- *MTC Confidentiality & Non Disclosure Policy & Procedure*
- *MTC Copyright & Intellectual Property Policy & Procedure*

## Work Health & Safety Induction

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### Emergency Evacuation

- On hearing a PA announcement or on instruction of emergency control personnel (or in the case of a fire, a fire alarm will sound), immediately cease all activity.
- Act in accordance with directions given by emergency control personnel and evacuate the building immediately.
- Assist with the evacuation of disabled occupants.
- In a fire, do not use a lift to evacuate a building.
- Move calmly to the nominated evacuation assembly area on Mander Road, opposite front entrance to the College, and do not leave the evacuation assembly area until the all clear has been given.
- Follow the instructions of relevant emergency services personnel and campus emergency control personnel.
- Emergency procedure maps are located in each building of Marcellin Technical.
- Emergency procedure maps provide floor plans showing the locations of emergency exits and emergency equipment (such as fire extinguishers) and maps for evacuation routes and emergency assembly areas.

As part of the course induction, all students will be made aware of the location of first aid kit, fire extinguishers, emergency exits and evacuation points.

### Emergency Lock in

When a lock-in announcement is made over the PA system, a complete lockdown of rooms should be conducted in the following manner:

- All outside activities should cease and staff and students are to move into the nearest lockable building.
- All staff, students and visitors are to move to the nearest lockable learning area, workshop or other secure place.
- Students in toilets are to stay where they are and lock the cubicle doors.
- All doors including outer doors are to be locked, windows closed, curtains or blinds to be drawn and lights turned off.
- All staff and students must be least visible as possible; are to crouch down, get under a table or behind an object, move away from the windows and doors and be quiet.
- Staff and student mobile phones must be turned off or placed on silent and not used or answered.

- Remain in these positions until the “all clear” PA announcement is made to indicate that the lock-in situation is over and normal activities can be resumed.

Should you be training at a delivery site other than Cardijn College Marcellin Campus – Mander Road, Christie Downs, a WHS & Safety Induction will be provided relevant to your site. A copy is to be provided to Administration to be placed in your student file.

### **Physical Environment**

Please inform a MTC staff member if you are concerned that the existing environment will prove to be adverse to your well-being.

### **Manual Handling**

Personal health and safety must be considered if involved with manual handling. If the task is too awkward/heavy to carry please speak with your Trainer or other MTC staff member.

### **Hazards & Incidents**

Please report any near misses, hazards, incidents or accidents to your Trainer or other MTC Staff who will in turn complete the appropriate form or take action. All accidents and incidents will be investigated and logged on the Incident Database. All hazards will be recorded and addressed promptly.

### **Electrical Safety**

All electrical appliances are regularly safety tested and tagged. Electrical appliances from home are not permitted to be used on site unless they have a current test tag.

### **Catholic Church Safety Manual**

The Catholic Church Safety Manual is held in the WHS Office located in the ground floor reception area. It contains policies and procedure requirements for legislative compliance with WHS legislation. They are also available online at <http://cshwsa.org.au/Sectors/EducationSector/SafetyManual.aspx>.

### **First Aid**

The First Aid room is located behind the ground floor reception area. During office hours 8.00am – 4.00pm (Monday to Friday) a First Aid Officer is on duty. All workshops contain a small first aid kit. The First Aid Officers name is displayed in the first aid room and on the WHS Board in the staffroom.

### **Consultation**

WHS issues are raised and discussed in the work area through meetings and the WHS Committee. Staff meetings are held fortnightly and WHS is always on the agenda. WHS Committee meetings are held bimonthly.

### **No Smoking**

Cardijn College Marcellin Campus is a designated smoke-free college. There is no smoking in the buildings or on the grounds. Anyone who wishes to smoke must do so a minimum of 200 metres away from the site during their break times.

### **Security**

Do not leave personal items unattended. Ensure that you take your personal belongings with you if you have to leave the room or lock them in the room.

### **Sun Safety**

Stay in the shade where possible. It is recommended that you wear hats and sunglasses and apply sunscreen at all times from September to May and at your discretion from June to August.

### **Safe Operating Practices**

Please familiarise yourself with all of the safe operating practices displayed around the College prior to using the equipment. If you have any questions regarding any of these please contact a trainer or Management.

### **Personal Protective Equipment**

Ensure that you have any personal protective equipment that you require to ensure the safe performance of tasks and that you have been instructed in the proper use and maintenance of this equipment. Please ensure that you wear the correct PPE at all times when performing tasks on site.

### **Chemicals**

All chemicals need to be preapproved by the WHS Committee before being introduced to the site. All chemicals must have a Safety Data Sheet.

### **Safety Data Sheets**

Safety Data Sheets are available for all chemicals on site. There are registers in all areas of the College and a master register is available in the WHS Office.

<b>References/Forms available from Administration relating to MTC Emergency Procedures:-</b>
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| <ul style="list-style-type: none"> <li>➤ <i>MTC Accident &amp; Injury Policy &amp; Procedure</i></li> <li>➤ <i>MTC Critical Incident Policy &amp; Procedure</i></li> <li>➤ <i>MTC Emergency Evacuation Policy &amp; Procedure</i></li> </ul> |
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## **Student Services**

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MTC Student Support Officers (SSO) are available to students in regards to addressing issues such as (but not limited to):

- academic support and mentoring;
- cultural Integration
- appeals & complaints;
- access & equity including harassment and other illegal behaviours;
- accommodation and utilities;
- employment guidance;
- health cover;
- addiction support services;
- personal & financial counselling;
- child care;
- mediation & legal services;
- contact information for Government bodies.

MTC's Funded Activities Agreement with the Department for Innovation and Skills contains obligations relating to Training Guarantee for SACE Students (TGSS) including the requirement that MTC nominate a School Student Officer (SSO).

The SSO is responsible for ensuring MTC meets the educational, health and welfare need of school students enrolled.

The School Student Officer will:

- provide or arrange appropriate learning support for each student if needed
- manage student counselling and disciplinary matters
- maintain a strong working relationship with the school
- inform the school about the student's progress, including providing timely advice about attendance, participation and results

A student requiring assistance in any matter should contact the SSO or other member of MTC staff with whom they feel most comfortable.

### **Language Literacy and Numeracy (LLN) Support**

MTC offer students support in LLN. We approach this by taking LLN into account within our delivery and assessment strategies. We will address any deficiencies in our students LLN skills and provide them with other support services as required.

### **Training Advocate Services**

1800 006 488  
[trainingadvocate@sa.gov.au](mailto:trainingadvocate@sa.gov.au)  
[www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

The Office of the Training Advocate supports South Australian education and training providers and students by offering independent, free and confidential support services including:

- guidance to navigate the education and training system;
- advocacy services for students;
- assistance in the resolution of disputes through independent mediation;
- an independent advisory service to providers about compliance and obligations;
- assistance to improve the quality and responsiveness of services to both domestic and international students;
- presentations to business and student orientation sessions.

### **Legal Service and Government**

Australian Government information	<a href="http://www.australia.gov.au/">www.australia.gov.au/</a>
Legal Aid	<a href="http://www.ag.gov.au">www.ag.gov.au</a>
Australian Law: selected websites	<a href="http://www.nla.gov.au">www.nla.gov.au</a>
Australian Law Online	<a href="http://www.australianlawonline.gov.au">www.australianlawonline.gov.au</a>
Customs	<a href="http://www.customs.gov.au/site/page.cfm">www.customs.gov.au/site/page.cfm</a>

### **Social Security and Benefits in Australia**

Centrelink/Medicare/Child Support	<a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>
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### **Health Support in Australia**

Alcoholics Anonymous	8346 3255
Narcotics Anonymous	8231 4233
Kids help line	1800 551 800
	counselling for people aged 5-18 years
Parent helpline	1300 364 100
Youth and Parent Services	8443 3802
Child abuse prevention services	1800 688 009



Birthline	8363 1444
Pregnancy advisory centre	8347 4955
Crisis care unit	13 16 11
Lifeline	13 11 14
Living in hope	8277 4033
Domestic violence helpline	1800 800 098
Gambling helpline	1800 060 757
Migrant Health Services	8237 3900
Mental Health Services	8266 6000
<b>Emergency Services</b>	
All life threatening emergencies	000
Police assistance (non emergency)	131 444
Medical emergency	000
Metropolitan fire Service	000
	<a href="http://www.samfs.sa.gov.au">www.samfs.sa.gov.au</a>
State Emergency Service (SES)	13 2500
	<a href="http://www.ses.sa.gov.au">www.ses.sa.gov.au</a>
Service SA	<a href="http://www.service.sa.gov.au">www.service.sa.gov.au</a>
Crime stoppers	1800 123 000
National Security Hotline	1800 123 400
Poison Information Centre	13 11 26
Child Abuse reporting	13 14 78
Mental Health Emergency Services	13 14 65
<b>Other Support Services</b>	
Migrant women's support	8346 9417 or after hours crisis care 13 16 11
Translating and interpreting service	13 14 50
Victim support service	8231 5626
Yarrow Place rape and sexual assault	8226 8787
Headspace - <a href="http://headspace.org.au/">http://headspace.org.au/</a>	particularly for Youth in the area

**References/Forms available from Administration relating to Student Services:-**

- *MTC Student Support Services Policy*

**Exiting from the course**

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If for any reason a student exits the course prior to successful completion of all training, an appropriate Statement of Attainment will be issued for those sessions that have been successfully completed to date, providing all fees have been paid.

An Exit Form will need to be completed and placed in the students file.

**Fees and Refund**

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**Please refer Fees & Refund Policy**

**References/Forms available relating to MTC Fees & Refunds:-**

- *MTC Fees & Refund Policy*
- *MTC Exit Interviews Staff & Early Exit Students*

## Accountable Officer

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All delivery & assessment resources, strategies, tools, etc have been developed and implemented under the guidance and direction of MTC Accountable Officers. It is the role of this person to ensure the compliance of training and assessment materials.

## Attendance and Punctuality

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Students are expected to attend **ALL** sessions **as scheduled**. If unable to attend for any reason, a student must notify the MTC office reception as soon as possible. Should you be training at a delivery site other than Cardijn College Marcellin Campus – Mander Road, Christie Downs, you student must notify the contact provided who will in turn make note on the attendance record provided to MTC.

Student attendance and punctuality is recorded at the commencement of each session and may be reflected in any communication with home schools, parents and employers. Any student present whose name is not called must inform the trainer (you may be in the wrong room).

Valid reasons for non-attendance include:

- Granting of skills recognition (CT and/or RPL/RCC) prior to course commencement.
- Work commitments (Confirmation letter from employer will be required).
- Illness (Doctor's Certificate will be required).

A student is considered late if they are not seated and ready to commence class at the scheduled session commencement time. Students who arrive later than the designated commencement time will have their time of arrival noted on the roll and this will be reflected in any references provided. Student's who arrive late to a training session, will not / can not, request the trainer to 'catch them up' on missed information. Depending upon the lateness the trainer, at their discretion, has the right to refuse entry.

Any student who experiences difficulty meeting the time commitment required by the course should discuss the issue with their Trainer. Students who have been referred to MTC by their employer should be aware that the employer will be notified of attendance / punctuality.

Any student suspected of being under the influence of alcohol or prohibited substances will be asked to leave the MTC premises.

## Core Skills for Work (CSfW)

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The CSfW describes the non-technical skills, knowledge and understandings that underpin successful participation in work. Work could be paid, unpaid, self-employment or voluntary. MTC uses the CSfW to support the development of training and assessment materials.

## Housekeeping

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### Lunches

It is suggested students who bring their own food should do so in a small lunch esky with an ice brick. Alternatively, an on-site café is located on Marcellin Campus. No eating during training sessions.

### Lecture/Workshops

Students are expected to maintain all MTC facilities in a tidy and clean condition at all times. Workshops should be left with all equipment and resources.

### Noise

Noise is to be kept to a minimum at all times as a courtesy to others using the premises.

### Parking Facilities

Parking is available at the College. Safe driving practices in and around the College are essential.

### Mobile Telephones

No mobile phones, facebook and other social media, or other technical devices to be used other than at designated break times.

Should you be training at a delivery site other than Cardijn College Marcellin Campus – Mander Road, Christie Downs, Housekeeping information will be provided relevant to your site. A copy is to be provided to Administration to be placed in your student file.

## Issuance of Qualifications - Certificate/Statement of Attainment

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At the completion of the course, students will be issued with either a Certificate or Statement of Attainment provided that all of the conditions of the programme have been met outlined in the students training plan.

MTC will take every practical and reasonable step to ensure competency is achieved by all students according to a negotiated timeframe. However, students must be aware of the course duration; any student exceeding the allocated timeframe for any given course will have a **maximum of 3 months to complete** any outstanding training and assessments. After the 3 months period all student files will be archived. If the student wishes to complete his/her training a record retrieval fee of \$230 will apply.

**IMPORTANT:** Fee for Service students who do not maintain their specified payment schedule, as agreed to at interview and orientation, will not be permitted to attend training sessions or complete formal assessment of competence until all outstanding fees are paid. Students who experience any difficulty with payment of fees are encouraged to talk to Administration staff.

**NOTE:** Course completion is defined as the designated date on which the course a student is enrolled into, is scheduled to complete. Additional or replacement copies of Certificate or Statements of Attainment will attract a \$20.00 fee per copy. Please refer any questions to administration staff.

### **Statement of Attainment**

Students who have not successfully completed all sessions of the course are not eligible for a Certificate.

Providing that all course fees have been paid according to the agreed payment schedule, they will be issued with a Statement of Attainment.

Students not completing the course within the designated dates will be given the opportunity to complete any outstanding or missed sessions as determined by MTC Administration against the course schedule.

### **National Recognition / Credit Transfer / Skills Recognition**

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Credit Transfer involves assessing a previously completed qualification or, accredited course or unit to see if it provides equivalent learning or competency outcomes to those required within the participant's current course of study. It is based on agreements between Registered Training Organisations as to the credit value to be given for specific units of competency and learning outcomes within a course or qualification.

MTC's National Recognition Policy is used to recognise participants' AQF qualifications and statements of attainment issued by any other Australian Registered Training Organisation (RTO) including TAFE. A Credit Transfer application can be requested from Administration.

#### **Skills Recognition**

"Recognition is the process by which a person's existing skills and knowledge, regardless of how they have been acquired, are assessed, and credited towards the achievement of units of competency from national training package qualifications or accredited courses. Recognition is sometimes known as Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Assessment Only Pathway.

Recognition can lead to the achievement of an individual unit of competency or a qualification. It is also possible to conduct RPL for a unit of competency, document competence in some of the elements and conduct gap training for the balance of the unit competence ie achievement of competency for an individual unit of competence can be formed as a combination of RPL and gap training.

A Skills Recognition application can be requested from Administration.

## Training and Assessment

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MTC will ensure that all the requirements of the training package or accredited training program are met through the use of appropriate instruments.

MTC will ensure that all learning and assessment conducted is valid, fair, reliable and flexible and evidence collected is authentic, valid, sufficient and current.

### References/Forms available from Administration relating to Course Overview:-

- *MTC National Recognition Policy & Procedure*
- *MTC RPL Model*

## Course Evaluation

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MTC training is always striving to give our students the best and most relevant training for their future careers. To achieve this goal, we employ a continuous improvement process that includes the review of all learning and assessment resources.

With that in mind, you will be requested to complete organisation, course and unit evaluations throughout your time with us. We appreciate your time in completing these documents to help us to keep up to date with changes to our field and to ensure our training meets the requirements and needs of industry.

## Attachment

Induction Checklist Form

Please note – The full versions of all MTC Policies and Procedures and Forms are available from Administration.

## Appendix 1 – MTC Training Code of Practice

In the delivery/assessment of qualifications, or part(s) thereof under the Standards for Registered Training Organisations 2015.

### INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by *MTC Training*, provider number 40354.
- 1.2. For the purposes of this Code 'trainee' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service

### PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where *MTC Training's* trainees are directly from industry or the general public *MTC Training* will conduct an appropriate assessment relevant to the qualification the trainee would undertake to ensure that the trainee has the greatest opportunity to successfully complete their qualification.

Where an applicant trainee does not meet the requirements of the assessment and *MTC Training* is unable to provide the learning required *MTC Training* will assist the student to access a quality and appropriate provider.

- 2.2. *MTC Training* has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.
- 2.3. *MTC Training* maintains a learning environment that is conducive to the success of trainees and engages industry experts as guest lecturers.
- 2.4. *MTC Training* has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.5. *MTC Training* monitors and assesses the performance and progress of its trainees.
- 2.6. *MTC Training* ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.7. *MTC Training* ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.8. *MTC Training* is committed to access and equity principles and processes in the delivery of its services.

## **ISSUANCE OF QUALIFICATIONS**

*MTC Training* issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the National VET Framework.

## **RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS**

- 4.1. *MTC Training* recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- 4.2. Mutual recognition obligations are reflected in *MTC Training's* policies and procedures and information to staff and clients.

## **MARKETING OF TRAINING AND ASSESSMENT SERVICES**

- 5.1. *MTC Training* markets and advertises its products and services in an ethical manner.
- 5.2. *MTC Training* gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3. *MTC Training* accurately represents recognised training products and services to prospective trainees and clients.
- 5.4. *MTC Training* ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

## **FINANCIAL STANDARDS**

- 6.1. *MTC Training* has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 6.2. *MTC Training* has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.
- 6.3. *MTC Training* ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.
- 6.4. Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

## **PROVISION OF INFORMATION**

- 7.1. *MTC Training* supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.

- 7.2. *MTC Training* supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

## **RECRUITMENT**

- 8.1. *MTC Training* conducts recruitment of trainees at all times in an ethical and responsible manner.
- 8.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3. *MTC Training* ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

## **SUPPORT SERVICES**

*MTC Training* provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers.

## **COMPLAINTS & APPEAL MECHANISM**

*MTC Training* ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by *MTC Training* to resolve trainees'/clients' complaint or appeal.

For this purpose, *MTC Training* has complaint and policies where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to trainees at the time of enrolment.

Where a complaint cannot be resolved internally, *MTC Training* advises trainees and clients of the appropriate body where they can seek further assistance.

## **RECORD KEEPING**

*MTC Training* keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request. Trainee and client records are managed in accordance with privacy legislation.

## **QUALITY CONTROL**

*MTC Training* seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

*MTC Training* engages with industry in the development, validation and moderation of its learning and assessment tools, resources and practices through the participation of industry expert representatives in those processes.



*MTC Training* encourages and invites our apprentice employers and other industry experts' involvement as guest lecturers.

*MTC Training's* Learning & Assessment Committee oversees all learning and assessment activities and resources and includes industry representatives as part of its membership to ensure relevance and currency of learning and assessment for our trainees.

## **CHILDREN'S PROTECTION**

*MTC Training* complies with Children's Protection Act 1993 and in particular Section 8B – 8D Child Safe Environments and criminal history assessment for people working with children.

It is the policy of *MTC Training* to ensure that all children feel and are safe and respected.

*MTC Training's* staff recruitment require a current Catholic Education Police Clearance. If a Federal Police Clearance is provided, this will require approval check by the Catholic Education Police Clearance Unit (no less than 3 years old).