

# Student Information Guide

## Training Department 2018



**MURRAY MALLEE  
TRAINING**  
CO. LTD.



## **I N D E X**

Introduction	3
Murray Mallee Training Company	3
Eligibility	3
Terminology Used In New Apprenticeships	4
Training Package Information	5
What Are Competency Standards	5
Unique Student Identifier	6
Training Plan	6
Pre-Training Review	7
Enrolments	7
On and Off The Job Training	7
Recognition of Qualifications Issued by other RTO's	8
Recognition of Prior Learning/Credit Transfer (RPL/CR)	8
Assessments	9
Assessment Appeals Process	10
Client Counselling Services & Support	11
Student Privacy	12
Work Health & Safety	13
Access & Equity	13
Student Harassment	13
Apprenticeship/Traineeship Program	14
Code of Conduct	17
<b>POLICIES &amp; PROCEDURES:</b>	
Fees and Charges Policy	20
Recognition of Prior Learning (RPL) Policy	23
Grievance, Complaint & Appeal Policy	25
Privacy Policy	27
Access & Equity Policy	31



### ***Introduction:***

The Management and staff of MMTC Ltd extend a warm welcome to you.



MMTC Ltd is committed to high standards in the provision of vocational education and training and other client services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist clients achieve the best possible outcome.

MMTC Ltd will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

The contents of the Student Information Booklet will be discussed with you during your Induction Program.

In this booklet, you will find information about MMTC Ltd, Policies and Procedures. Also included are an Enrolment Form, RPL/RCC Information & Application Form and Training Plan. These need to be completed, where applicable, and signed with your MMTC Ltd Training Consultant and Employer.

As part of our commitment to quality, an MMTC Ltd Training Consultant will visit your workplace every six (6) weeks to conduct Assessments, discuss your progress, assist with completion of workbooks/Assessment Tasks and/or discuss any problems you are experiencing. In addition to this, contact will be made with you and your employer by phone, fax or Email. You and your employer will receive 12 contacts from your MMTC Ltd Training Consultant per year.

Students are requested to read the Policy and Procedures at the back of this booklet. The Policy & Procedures describe in more details MMTC Ltd's commitment to providing a quality service to all students enrolled with us.

### ***Eligibility:***

If the training you are receiving is funded under the Victorian Governments – Skills First Program this may impact on your ability to access future Skills First Funded Training. Eligibility for further Skills First funded Training can depend on your age, whether you are undertaking training at higher qualification level, the number of qualifications you have enrolled in at a Certificate Level or whether you are undertaking an Apprenticeship. Your Training Consultant can provide you with full details of this if required.

We sincerely hope your time at MMTC Ltd is a memorable and productive learning experience.

### ***Murray Mallee Training Company LTD (MMTC Ltd):***

MMTC Ltd Registered Training Organisation and provides training and assessment services in all States and Territories of Australia. Accordingly, all qualifications issued under our Scope of Registration carry National Recognition.



MMTC Ltd is a highly successful Group Training Company and plays a vital role in servicing industry and community needs through its wide range of employment and training services and programs.

The Company's delivery of these comprehensive employment and training programs provides an extensive range of services not normally enjoyed by regional and isolated communities.

MMTC Ltd will:

- Provide high quality training services, including training and assessment and robust administrative processes to support contract compliance
- Demonstrate the highest ethical standards in its dealing and conduct in the provision of the training services
- Maintain strong links to industry
- Provide you with information about current legislation and regulatory requirements that significantly affect your participation in the program
- Ensure you are made aware in circumstances where you are accessing the Victorian Training Guarantee (VTG) entitlement that this may impact your access to further government subsidised training
- Provide student support where a perceived obstacle (including a disability) may prevent you undertaking or completing your qualification
- Process your enrolments and develop an appropriate training plan for you
- Determine whether you can be credited with units of competency through either a Recognition of Prior Learning (RPL) or Credit Transfer (CT) process
- Conduct assessments and make the final decision on competency
- Issue a nationally recognised qualification and/or statement of attainment at the completion of the training and assessment process

MMTC Ltd. scope of registration is publically accessible via. [www.training.gov.au](http://www.training.gov.au)

### ***Terminology Used In Australian Apprenticeships:***

Students undertaking Nationally Recognised Training usually access this training through either the Australian Apprenticeship System or by enrolling direct into a course. There are various laws and legislations that provide the framework to both employment and training related matters. The Acts listed below contain the "rules" that must be adhered to by Australian Apprentices, Training Providers and Employers. These Acts are available from the MMTC Ltd Workcover/OH&S Administration Officer or through your Training Consultant. The Acts are the:

- Victorian Qualifications Authority Act
- Vocational Education & Training Act (Victoria)
- The Apprenticeship and Traineeship Act 2001 No.80 (NSW)

There are other Acts that also apply covering issues such as, Occupational Health & Safety Act 1985 (Vic), Equal Opportunity Acts, NSW Occupational Health & Safety Act & Worker Compensation Acts. Copies of these are also available on request.

Throughout this booklet terms such as competencies, resources and learning materials will be discussed. Here are some explanations on what is meant.

- **Competencies:**  
A competency is a statement about the skills, knowledge and attitudes a trainee needs to complete in an area of work. For example 'Provide Quality Customer Service'. In the terminology of competency standards, a unit of competency includes:
  - The **elements** of the competency are the components of the work that make up the whole standard.
  - The **Performance Criteria** of the competency is the standard to which it is being carried out.
  - The **range of variables** of the competency is the environment in which the competency is carried out.
- **Resources:**  
This means the learning materials, hardware, software and other equipment you need to carry out training and assessment in an Australian Apprenticeship.
- **Learning Materials:**  
The supplementary material needed to support learning, for example, workbooks/learner guides, background reading, video and audio tapes, CD Roms, internet sites, etc.

### ***Training Package Information:***

Training Packages are a Government initiative designed to make training more flexible and affordable for industry. A Training Package comprises three nationally endorsed components. They are:

- National Competency Standards
- National Assessment Guidelines
- National Qualifications

Training Packages also contain resources to support delivery and assessment. The Training Package concept is designed to provide greater flexibility in gaining competency to the standards required.

Training Packages provide guidance on assessment and provides Employers, Australian Apprentices and Training Consultant's with the benefits of having an industry benchmark for training and assessment requirements. Training Packages also provide a career pathway. Qualifications range from Certificate II to Advanced Diploma Levels.

### **What are Competency Standards?:**

Within each Training Package, competency standards endeavour to advance quality and consistency in current and future work practices. The standards form the basis through, consistent and valid assessment. The assessment guidelines, in each Training Package, provide overall guidance on the relationship of competency standards to the conditions for assessment to occur.

Competency standards identify the skills, knowledge and attributes needed by a person to perform a job. The achievement of these competencies leads to a nationally recognised credential. You also benefit by being able to access national qualifications through a variety of pathways.

### ***Unique Student Identifier:***

From 1<sup>st</sup> of January 2015 to undertake nationally recognised training you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a registered training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5

A USI account will contain all your nationally recognised training records and result from 1<sup>st</sup> of January 2015 onwards. Your result from 2015 will be available in your USI account in 2018

If you do not currently have a USI, on enrolment you may provide MMTC Ltd with written permission to apply for a USE on your behalf

More information about the USI is available at [www.usi.gov.au](http://www.usi.gov.au)

### ***Training Plans:***

All students have a Training Plan which documents their proposed learning and assessment strategy. The Training Plan will be signed by you, your employer and/or school (where applicable) and a MMTC Ltd. Training Consultant. Training Plans are usually developed and signed prior to training commencing, but must be finalised no later than four (4) weeks after training commencement.

The outcome of your Pre-Training Review shapes the approach MMTC Ltd. will take to design your Training Plan

All Training Plans will include, at least the following information:

- Name and contact details of your employer
- Title and code of qualification
- Unit title and cone of competencies/modules to be obtained
- Scheduled hours for competencies to be obtained
- Timeframe for achieving competencies including the proposed start date and end date of each competency (an actual dates where training has already occurred, for Apprentices/Trainees)
- Delivery modes to be used
- Assessment details and arrangements
- Party or parties responsible for the delivery and/or assessment of each competence; and
- Record of RPL assessment and CT granted, as relevant

A Training Plan can be changed after training commences and units selected may be replaced by another where it would create a better fit. This would only occur following discussion and agreement with you Trainer/Teacher (and employer, if applicable)



### ***Pre-training Review:***

During your enrolment, MMTC Ltd. will conduct a Pre-Training Review

During the Pre-Training Review the training consultant will:

- Identify and competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- Ascertain the most suitable qualification for you to enrol in, based on your existing educational attainment, capabilities, aspiration and interests, and considering the likely job outcomes from the development of new competencies

### ***Enrolments:***

Prior to enrolment a pre-training review will be done with your training consultant, where any previous training can be recognised and a literacy and numeracy evaluation will be done.

After course information has been provided and the pre-training review has been done, enrolment will be processed. During this time you will be requested to provide original or certified documents for proof of citizenship.

If necessary you may also be required to provide proof of Age and concession evidence.

It is a contractual requirement that we copy and retain this evidence



### ***On and Off The Job Training:***

#### **• On The Job Training:**

On The Job Training requires guided learning by your workplace supervisor/trainer. It is not time spent by you doing routinely scheduled work without close supervision.

MMTC Ltd, in conjunction with your employer has responsibilities that include:

- Induction Training
- Identifying skills to be learnt and tasks to be undertaken
- Arranging specific on the job training activities
- Arranging time for practice and assessment
- Monitoring your Training Plan and providing feedback
- Providing off-the-job training which is integrated with on-the-job training
- Providing access to a safe and ergonomically sound workplace
- Provide a forum for meetings, discussions and assessment sessions



You can enhance on-the-job training by:

- Being factual and realistic

- Being Positive
- Being well organised
- Being observant and listening to what is being discussed
- Being prepared to ask and be asked questions, and provide relevant answers
- Being fair and reasonable in your training
- Being respectful of the person and the environment you work with

**NB: This also applies to your employer and MMTC Ltd's Training Consultant**

• **Off The Job Training:**

Off the job training is structured training provided away from the workplace. Attendance at short courses for specific skills development is encouraged. Depending on the Course you are enrolled in you may be required to attend off-the-job training for Occupational Health & Safety, Level II Workplace First Aid Course, Chemical Users Course, Advanced Computer Courses, etc. This will be discussed with you and your employer when the Training Plan is being developed. All off-the-job training will be delivered by appropriately qualified/experienced trainers. These may include TAFE and Private Training Providers who are registered with the State Training Authority.



***Recognition of Qualifications issued by other RTO's - Credit Transfer (CR):***

MMTC Ltd recognises equivalent statements of attainment and qualifications issued by Registered Training Organisation (RTO's) Australia wide (Credit Transfer). Original copies must be sighted and copied for the student file by relevant MMTC Ltd Training Consultants before credit can be given. To prepare for Credit Transfer you should indicate your decision to apply for CR when completing your enrolment or as soon as possible after your induction program.

**Evidence required for Credit Transfer:**

- Evidence of competencies achieved. You will need to provide your Certificate and/or Statement of Attainment to your Training Consultant. Your Training Consultant will complete a Mapping Exercise and grant Credit Transfer where applicable.

***Recognition of Prior Learning (RPL):***

RPL/CR is available on provision of verification at the beginning of a course. Clients can not apply for RPL/CR at the end of their course.

• **What is Recognition of Prior Learning (RPL):**

If you know you are competent in the learning outcomes detailed in the module(s) you are enrolled in, you can apply for RPL. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module(s), unit or element of competency listed in an accredited training package or course.

To prepare for RPL you should indicate your decision to apply for RPL when completing your enrolment or as soon as possible after your induction program.



**Then, in consultation with your Training Consultant you should:**

- Obtain a copy of the RPL Procedure and Application Form
- Decide which module(s) you are applying for
- Provide an Evidence Portfolio in line with the Assessment Criteria in the module information.
- Seek peer assessment
- Arrange for a direct practice observation of your competence if applicable
- Challenge a formative assessment of relevant underpinning knowledge and skills i.e. participating in a set assignment.

**Evidence for recognition of prior learning may include:**

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

**Clients seeking recognition are provided with:**

- RPL Procedure, Information and Application form
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Clients may receive full recognition or high standing for the competencies required for a course or module. High standing recognises attainment of some but not all competencies/elements for the course/module.

Clients must document their claim for competency in sufficient detail to enable the Training Consultant to decide on assessment needed.

If you require further information please ask your Training Consultant.

**Assessment:**

Assessment refers to the process of collecting evidence and making judgement on whether a student has achieved competency.

MMTC Ltd. has processes to ensure that all assessment conducted complies with the Principles of Assessment (fairness, flexibility, validity and reliability) and Rules of Evidence (validity, sufficiency, authenticity and currency).

### **Assessment Method:**

Competency based assessment involves a wide range of assessment methods and gives you the chance to demonstrate what you can do in a work related role or task by providing relevant evidence of your skills and knowledge.

Your Training Plan will indicate which assessment methods will apply to each unit of competency. You can expect to have your competency assessed using one or more of the following assessment methods:

- Demonstration/Observation of Performance – Your Training Consultant may watch you demonstrating particular tasks in the workplace
- Work Samples – These are examples of the work you have completed on a regular basis as part of your job or training
- Written Activities – Tasks set out in workbooks or class activities requiring written completion
- Question and Answer – These may be either written or verbal
- Test (oral, written or practical) – You may be asked to provide answer to a series of set questions or tasks to demonstrate your level of understanding
- Third Party Report – This form of evidence is used when a colleague or supervisor can attest in writing as to your competence in relevant tasks and to your skills/ability to be able to undertake them successfully

It is our responsibility to ensure that you are properly prepared prior to every assessment as directed by your training consultant

You will, in all cases, receive clear assessment instructions, including what is needed for you to be assessed as competent in a unit.

If assessed as 'Competent', that particular unit of competency will be recorded as being successfully completed. If assessed as 'Not Yet Competent', your training consultant will suggest strategies for you to reach the required level of competency, within a negotiated time frame.

Your training consultant will provide feedback to you on assessment material submitted.

### **Assessment Appeals Process:**

All students have the right to appeal any assessment decision made by MMTC Ltd if they:

- Believe that the assessment is invalid. and/or,
- Feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with either the CEO or the Business Manager to reach a decision. If you are still not happy, you are then entitled to lodge a formal Appeal in writing within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

You have the right to a support person to be involved at all times during the appeal process.

Please read MMTC Ltd Grievance, Complaints & Appeals Policy & Procedure for more details.

### ***Client Counselling Services & Support:***

MMTC Ltd caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial induction and enrolment stage.

All clients are encouraged to contact their Training Consultant if they wish to ask about any vocational education and training or personal counselling services available at MMTC Ltd.



MMTC Ltd provides suitable resources to help clients to identify their learning needs. The Company is committed to providing clients requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, MMTC Ltd provides:

- **Client Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with your Training Consultant, Management is required to monitor client progress. Additional support and services include:
  - Education and Career Counselling
  - Assistance when applying for RPL/RCC
- **Personal Counselling Services** are available to all clients and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
  - Grievance /conflict resolution
  - Stress management
  - Access and equity issues
  - Client welfare and support
- **Language, Literacy and Numeracy (LLN) Support** is available to provide clients with advice and support services in the provision of language, literacy and numeracy assessment services. Clients needing LLN support are identified on enrolment or at the first Monitoring/Assessment visit. MMTC Ltd Training Consultants have a background in identifying and assisting clients with LLN Support and are able to offer clients case by case support in this area.

LLN skills are generally included and identified in Training Packages and accredited course programs. In identifying LLN requirements, clients need to:

- Count, check and record accurately
- Read and interpret
- Estimate, Calculate and Measure

Where formalised LLN support is required by the client, extra curricula assistance is available and can be arranged by your Training Consultant.

- **Post Program and Exit Counselling Services** includes assistance with jobseeking, resume and interview skills, vocational advice and mentoring. Clients are advised of this service towards the completion of their qualification or course.

### **Student Privacy:**

MMTC Ltd. adheres to Commonwealth and State Privacy Principles which strengthens our own ethical standard and practices regarding client confidentiality

In the course of our many functions, MMTC Ltd. may collect personal, sensitive or health information. MMTC Ltd. keeps this information in strict accordance with the appropriate legislation

Information collected will only be used for the purpose for which it was collected and all records and electronic data are protected from unauthorised use or access. The disposal of information that is no longer required for such purpose will be carried out in accordance with legal and organisational requirements.

No information will be disclosed without your consent unless required by law or a legal authority.

Reasonable access to information will be provided to individuals or their appointed representative should they require detail about personal information held by MMTC Ltd.

### **Why do we collect personal information?**

When you enrol we ask you for personal information so they we can identify you as a student of MMTC Ltd, and so that we can contact you if necessary (to pass on your results, for example). We try to only collect the information we need, though sometimes we ask questions which are required by government departments (such as “what is your highest level of schooling?”), or where we think we can offer you some extra assistance (such as “do you have a disability?”). MMTC Ltd may also collect sensitive information (for example, health information), with your consent.

### **What happens if I don't provide my personal information?**

You can choose not to provide your personal details, but then we may not be able to provide you with all the services we offer.

### **How do we collect personal information?**

We generally collect your personal information from your enrolment form, but there may be additional ways in which we ask for you information, such as on a Work Place Agreement Form, where work placement is a part of your course.

### **What do we do with the information we collect?**

Generally, the information we collect about you stays with MMTC Ltd. Sometimes we have to report to government agencies, and this may involve passing on personal details. For example, we are obliged to provide information to government departments upon their request. Of course, those departments must also respect your privacy, and will also have a privacy statement/policy in place.

Details regarding your attendance and ongoing training and assessment may also be provided:

- To your employer, if you are an Apprentice or Trainee
- To your school, if you are a school based apprentice or trainee
- To your parent or guardian, where you are under 18

No other information will be released without obtaining signed consent in writing for the disclosure of information

### **How do I know if the information is correct?**

We will do everything we can to make sure that the information we hold about you is up to date and correct. You can help us in this by filling out your enrolment form carefully and letting Student Administration know when any of your personal details change.

### **Can I access my personal information?**

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. For security reasons, we will ask you to outline your request in writing, and we may charge a fee for locating the information, depending on the difficulty of the request.

### **Work Health & Safety:**

MMTC Ltd is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of MMTC Ltd is responsible for ensuring that the level of Occupational Health & Safety is not compromised and recognises its obligations under the Federal and State rules and regulations.

If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your Training Consultant immediately.

### **Access & Equity:**

MMTC Ltd. is committed to Access & Equity Principles & Processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act, Human Rights and Equal Opportunity Act, Racial Discrimination Act and Disability Discrimination Act.

In the event of a situation that is considered by students to be in violation of MMTC Ltd's Access & Equity Policy, students are required to report the situation to their Training Consultant.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students. Your Training Consultant can assist you in the sourcing of appropriate support service providers that may help you overcome barriers and/or personal issues.

### **Student Harassment:**

MMTC Ltd will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's learning, work performance or creating an intimidating, hostile or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. (Refer to MMTC Ltd Access & Equity Policy & Procedures). Your Training Consultant will help you identify relevant sources of support and guidance in your local area. Useful contacts are:

- Your Australian Apprenticeship Centre
- Department of Education & Training (NSW) – 02 69211933
- Apprentice Field Officer (Victoria) – Usually located at your local TAFE College

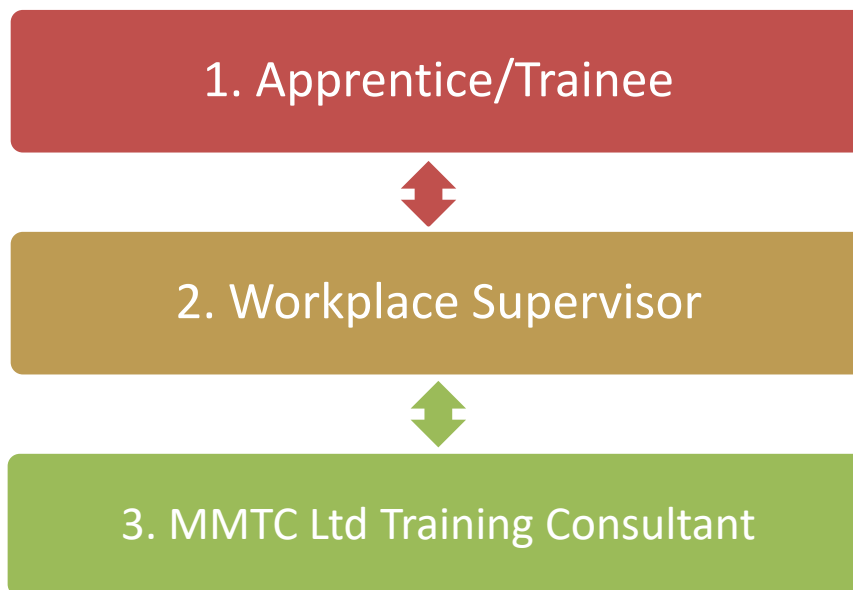


### ***Apprenticeship/Traineeship Program***

The Apprenticeship/Traineeship program is an employment-based training arrangement that has been designed in consultation with industry to meet the needs of business for well-trained staff.

Your Apprenticeship/Traineeship is certain to contain challenges but overall is designed to provide you with a sense of achievement, and the skills and confidence you will need to continue in the workforce as a valuable, contributory member.

There are three parties in your training and assessment process:





## ***Apprentice and Trainee responsibilities***

### ***Active participation:***

You should be an active participant in your training and assessment.

It is your responsibility to:

- Complete the assessment activities and any other activities required, to help you work towards acquiring the necessary skills and achieving competency
- Collect evidence that shows you are competent, such as work samples, reports you have written, research you have done and/or assessment activities
- Keep your records neat, organised and up-to-date
- Be prepared to show your supervisor how to do a task
- Advise your Trainer/Teacher if you are unable to keep an appointment
- Present your completed Release Logs Books (if applicable) to your Trainer/Teacher at each visit, or when requested

### ***Maintain your Time Release Log Book (Workplace Training only):***

You will be provided with a Monthly Time Release Log Book (see below) in which you need to record all time spent undertaking structured training. This record will form part of the evidence required to gain competency.

### ***Employer Responsibilities:***

The employer/workplace supervisor plays an important part in the development of the skills and knowledge of the apprentice/trainee. The employer/workplace supervisor is responsible for:

- Supervising the work duties of the apprentice and trainee and providing opportunities for practice and consolidation of the skills they are developing
- Releasing the apprentice/trainee from their normal work duties for training (see Time Release below)
- Being available to meet with the MMTC Ltd Trainer/Teacher at each training visit (or making an alternative time to catch up) to discuss the progress of the apprentice/trainee
- Signing a Contract Record to verify the face-to-face training visits that take place
- Participating in the assessment process by confirming the assessment strategies are appropriate for the workplace and apprentice/trainee (negotiating changes where necessary) and verifying that the apprentice/trainee is demonstrating the appropriate work skills
- Confirming their agreement with the decision of the Trainer/Teacher that the apprentice/trainee is competent in a unit of competency/cluster of units and/or the qualification as a whole. For apprentices/trainees, the employer must confirm the apprentice/trainee's competence in the workplace at agreed stages during the apprenticeship/traineeship



If an employer/workplace supervisor has any difficulties during the training period, they should talk to the Trainer/Teacher, or contact the Training Manager/Manager of Academic Programs

### **Time Release**

The employer is required to release the apprentice/trainee from their routine work duties to allow them time to train.

The amount of time that an employer has to release an apprentice/trainee depends on the level of qualification in which they are enrolled:

- For apprentices/trainees undertaking a Certificate III or above, they must be released for a minimum of 3 hours per week, averaged over a four week cycle (for part-time, it is calculated on a pro-rata basis)
- For apprentices/trainees undertaking a Certificate I or II, they must be released for a minimum of 1.5 hours per week, averaged over an eight week cycle (for part-time, it is calculated on a pro-rata basis)

The training activities done by the apprentice/trainee during this time may include:

- Face-to-face training with MMTC Ltd Trainer/Teacher
- Completion of set activities and assessment tasks
- Job rotation
- Instruction in a new process by the Workplace Supervisor
- Practising skills under supervision
- Attendance at seminars and workshops

The dates and time periods of time release, and the activities done must be logged by the apprentice/trainee, and given to the Trainer/Teacher at each visit.

### ***School Based Apprenticeships/Traineeships (SBAT's)***

MMTC Ltd also offers school-based apprenticeships and traineeships. SBAT's are designed to give young people a more flexible way of moving from school into the workplace. They allow an apprentice/trainee to combine work and vocational training with their school work. Because the apprentice/trainee is still at school, the school becomes involved in the apprenticeship/traineeship along with the employer. The school is included in all of the arrangements for a SBAT – they will sign off the training plan and arrange for the apprentice/trainee to have their qualification credited towards their VCE or VCAL.





**Murray Mallee Training  
Company Ltd  
Code of Conduct –  
Registered  
Training Organisation**

## **AIM OF THE CODE**

The aim of this Code is to produce the best outcomes for students and/or employers by developing a high-quality, continuously improving service that engenders ethical behaviour between all parties.

### **The Code is:**

- A framework for the delivery and recording of high-quality training services to customers.
- A means for improving delivery of training services.
- A means for developing a flexible, innovative training service that is responsive to both industry and student needs that is consistent in providing high-quality service that is cost effective to students, industry, the State Training Authority and MMTC Ltd.
- A reference point to assess the quality and relevance of services, and a means of encouraging a co-operative approach for addressing issues in relation to the service delivered.
- A method of identifying inadequacies or problems in the delivery of training services.
- A consumer protection measure for customers that encourages them to take action to improve service quality.

## **THE CODE HAS SIX PRINCIPLES**

### **Principle One: Ethical, Respectful and Fair Treatment**

*(The quality of the relationship with the customer)*

This aim will be achieved through:

- Conducting all business in a manner that is ethical.
- Providing accessible, well-presented premises which have clear signs and which provide for people with special needs.
- Recognising the special needs of students and employers through acknowledgment and consideration of individual circumstances and backgrounds.
- Seeking feedback from customers wishing to comment on and discuss the services.
- Complying with any relevant legislative requirements.
- Recruiting or contracting appropriately experienced and qualified staff and training them as required to meet quality training & service objectives.
- Use of external expertise, or referral of students to other organisations, when necessary, to meet the training needs of the student and employer.
- Informing students and employers of their rights and responsibilities regarding the training services offered.
- Regular face-to-face contact in line with Government Funded Training Program Guidelines.
- Following up a new student within four weeks, and if necessary providing support to promote better retention and outcome rates.
- Provision of all relevant training materials in accordance with training package requirements in a

timely manner.

- Provision of proper explanation of Fees & Charges Policy.

**Principle Two: Delivery of Services**

*(The quality of information, advice and assistance provided to customers)*

This aim will be achieved through:

- Explaining the objectives of the training program including the responsibilities of all parties.
- Providing accurate and easily understood advice about the training services.
- Providing students and employers an explanation as soon as possible of any reasons for making any decisions that may affect them.
- Displaying training related brochures, leaflets and posters.
- Provide referral information to other relevant services eg., New Apprenticeship Centres.
- Striving to achieve the best possible training outcome for each student.
- Providing accurate and up to date information on training programs.
- Ensuring all relevant resources and tools are utilised to improve assessment and training outcomes including the appropriate marketing and use of RPL/RCC.
- Establish a schedule for Assessment/Monitoring appointments that is convenient to both the student and employer.
- Provide employers and students with feedback on Assessment results including any suggested action required to address skills gaps.
- Keeping accurate, comprehensive and secure records.
- Providing access to records as required.
- Providing Certificates/Statement of Attainment/Results in a timely manner that accurately reflect the training outcome achieved.

**Principle Three: Prompt, Courteous Service**

*(How MMTc Ltd responds to service enquires from customers)*

This aim will be achieved through:

- Answering telephones promptly and courteously and directing calls to staff who can provide the assistance required.
- Responding promptly to letters and faxes in writing or by telephone.
- Staffing the counter with people who are familiar with all the services offered and have a strong customer focus.
- Keeping appointment times or advising job seekers and employers at least one working day in advance of changes, whenever possible.
- Responding to reasonable queries within one working day and when that are not possible informing the customer when their queries will be answered.
- Addressing students and employers in a friendly and courteous manner.
- Agreeing on the frequency and duration of appointments with students and employers, and keeping to that commitment.
- Explaining to students and employers how long it will take to complete tasks, such as Assessment and/or Monitoring.
- Advising students and employers of the internal complaints process.
- Explaining all decisions or providing relevant information in writing if requested.
- Providing information, report to and comply with relevant Government legislation and contractual requirements.

**Principle Four: An effective complaints process**

*(Providing a complaints process for all customers)*

This aim will be achieved through:

- Displaying the Code of Practice and ensuring that students and employers are fully aware of the Code.
- Use of the internal complaints system to deal fairly with complaints.
- Provision of information on other avenues, including STA Representatives, that may assist with the resolution of a complaint as requested or required.
- Ensuring the Code is implemented ensuring staff are aware of it.
- Dealing with issues raised by students and employers.
- Ensuring that no student or employer experiences any disadvantage by making a complaint.
- Advising students and employers of the steps to take to change to another Training Provider in the case of an irretrievable breakdown.
- Responding positively and co-operatively to matters raised by STA Officers and Representatives.

**Principle Five: Confidentiality**

*(Meeting all customers privacy requirements)*

This aim will be achieved through:

- Ensuring that the only information collected from students and employers is relevant and required.
- Ensuring information is not distributed to any other unauthorised person or body without the consent of the student or employer.
- Ensuring all files and records are secure.
- Non provision of training results or details to unauthorised persons or organisations without the consent of the student.

**Principle Six: Responsible Advertising**

*(Advertising in a responsible manner)*

This aim will be achieved through:

- The use of advertising that is accurate and consistent with community standards.
- Compliance with relevant Commonwealth and State Legislation, such as Fair Trading, Trade Practices, and Equal Opportunity Law; and present a positive view of training and training opportunities.
- Use of marketing materials that promote higher participation rates in training.



## Fees and Charges Policy

### **FEES AND CHARGES POLICY:**

The purpose of these guidelines is to provide an understanding for the application of tuition fees for individuals enrolling into training programs with MMTC Ltd's RTO.

MMTC's Fees and Charges Schedule will apply from 1<sup>st</sup> January, 2018 and is applicable to all enrolments in Government Funded Training Programs.

This schedule may be changed from time to time in consideration of Ministerial Directions regarding the application of Fees and Charges.

**Note: MMTC Ltd does not charge fees in advance. All fees are charged and collected at/after enrolment.**

**MMTC Ltd does not charge any other fees than those listed below for Government Subsidised Training.**

**MMTC Ltd does not charge fees in excess of \$1500 in any one year**

### **Payment of Fees:**

All fees are payable within 14 days of receipt of invoice.

### **Calculation of Fees for Recognition of Prior Learning (RPL):**

MMTC Ltd may apply a charge for any assessment conducted as RPL only if the assessment is conducted at the request, or with consent of the student. A fee will be determined at the time of request in consideration of the application.

### **Victorian Fees:**

#### *Calculation of Fees:*

For each enrolment a tuition fee will apply by calculating the total number of scheduled hours of government funded training which a person enrolls to undertake in each calendar year of training is to be delivered. Refer to Tuition Fee Schedule below.

#### *Concession Tuition:*

For enrolments in courses at the Certificate IV level and below, MMTC Ltd will charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- a. Commonwealth Health Care Card;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card; or
- d. An alternative card or concession eligibility criterion approved by the Minister for the purpose of these Guidelines.



The concessions provided for at (a) & (b) also apply to the dependant spouse or dependant child of the card holder.

MMTC Ltd must retain a copy of the relevant concession card specified above.

Refer to Tuition Fee Schedule below.

MMTC Ltd will grant a concession on the tuition contribution where it considers that collection in full would impose extreme hardship.

**Refunds:**

- Refunds will be payable to Students who withdraw from a course up until four (4) weeks after the commencement of the course. Refunds will be full apart from the minimum charge. A full refund will be provided where the Student takes up a place at another educational institution.
- Refunds will be payable to Student's on a pro-rata basis for students who withdraw after the four (4) week commencement period.
- Where MMTC Ltd cancels the enrolment at any time fees will be refunded in full or pro-rata dependant on the training period completed.
- All refunds must be approved by the Business Manager/Internal Auditor.

**TUITION FEE SCHEDULE:**

2018 Tuition Fee Schedule for enrolments in courses that commence on or after 1<sup>st</sup> January, 2018.

NOTE: Costs are calculated for 'Eligible Individuals' under State Government Victorian Training Guarantee

Course Title	Certificate Level	Tuition Fee per Hour	Concession Fee	Nominal Hour Range
Agriculture	II & III	\$2.17	\$0.44	370-1680
Horticulture	II & III	\$2.17	\$0.44	560-1460
Automotive	II & III	\$2.17	\$0.44	275-1360
Business	II, III & IV	\$2.17	\$0.44	365-665
Construction	II & III	\$2.17	\$0.44	712-1246
Engineering	II & III	\$2.17	\$0.44	390-1000
Retail	II, III & IV	\$2.17	\$0.44	420-535
Transport & Logistics	II & III	\$2.17	\$0.44	570-840

**NSW Fees:**

- Fees as payable per training year or part thereof calculated on a pro-rata basis as per the Smart & Skilled Guidelines.
- A Smart & Skilled Student Eligibility Enquiry Report will be provided to each student wishing to enrol. This report will provide the student with the total or their Student Fee.
- Fees are to be collected on enrolment at the beginning of each year of training.
- Existing Workers and School Based Trainees are not required to pay an Enrolment Fee.

**ACT Fees:**

Are charged in line with Ministerial Directions. The Fees for 2016 are \$500, This includes the compulsory \$350 Student Fee.

A Statement of Fees (Form 690) is produced for each Trainee/Apprentice upon enrolment. This is given to the Apprentice/Trainee upon enrolment and a copy is also given to the Employer. A copy is placed in the Apprentice/Trainee File. The Statement of Fees also indicates who will pay the Tuition Fee – Apprentice/Trainee or Employer.

**Fee Exemptions:**

- Australian Aboriginal and Torres Strait Islander students are exempt from paying NSW Fees. 2016 Fee Exemption Application Form must be completed and submitted with enrolment.
- Students who receive a disability support pension and students with a disability are exempt from paying NSW Fees for one NSW Course enrolment per year.
- Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full NSW fee.
- If you are a recipient of an eligible benefit or allowance, the concession fee may also be available to your dependent child, spouse or partner

**Refunds:**

- Refunds will be payable to Students who withdraw from a course up until four (4) weeks after the commencement of the course. Refunds will be full apart from the minimum charge.
- A full refund will be provided where the Student takes up a place at another educational institution.
- Refunds will be payable (less the minimum charge) to Student's on a pro-rata basis for students who withdraw after the four (4) week commencement period.
- Refunds will be payable to Australian Apprentices who withdraw due to extended illness supported by a medical certificate.
- Where MMTC Ltd cancels the enrolment at any time fees will be refunded in full or pro-rata dependant on the training period completed.
- All refunds must be approved by the Business Manager/Internal Auditor.

**APPEALS:**

Appeals relating to the above Policy should be directed to the CEO or Business Manager, MMTC Ltd, PO Box 254 (335-339 Campbell Street), SWAN HILL, 3585.



## Recognition of Prior Learning (RPL) Policy and Procedures

### ***What is Recognition of Prior Learning (RPL):***

If you know you are competent in the learning outcomes detailed in the module(s) you are enrolled in, you can apply for RPL. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module(s), unit or element of competency listed in an accredited training package or course. To prepare for RPL you should indicate your decision to apply for RPL when completing your enrolment or as soon as possible after your induction program.

### ***Principles:***

Individuals who are granted Skills Recognition will be issued with the relevant qualifications as appropriate. There are two types of applications:

1. Standard exemptions/credits for previous formally recognised training
2. Applications for non formally recognised training

### ***Policy:***

- Murray Mallee Training Company Ltd will ensure that all prospective students are provided with a copy of the Skills Recognition Assessment Policy and Procedure
- Murray Mallee Training Company Ltd will ensure that an individual's prior learning is recognised irrespective of how or where the learning has taken place
- Murray Mallee Training Company Ltd will ensure that the skills recognition process is valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient and authentic
- Applications for Skills Recognition will be assessed by a person or persons with relevant qualifications and technical expertise

### ***Procedure:***

- RPL is available on provision of verification at the beginning of a course. Clients can not apply for RPL at the end of their course.
- Obtain a copy of the RPL Procedure, Information and Application Form from your Training Consultant
- Decide which module(s) you are applying for
- Provide an Evidence Portfolio in line with the Assessment Criteria in the module information.
- Seek peer assessment
- Arrange for a direct practice observation of your competence if applicable
- Challenge a formative assessment of relevant underpinning knowledge and skills i.e. participating in a set assignment.

- Applicants may appeal a decision. Appeals should be lodged with the Business Manager, Murray Mallee Training Company Ltd, PO Box 254, Swan Hill, 3585.

***Evidence for RPL may include:***

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

**Clients seeking recognition are provided with:**

- RPL Procedure, Information and Application form
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment



## **Grievance, Complaints & Appeals Policy & Procedure**

### ***POLICY***

- All Employees/Contractors and customers will be made aware of the Grievance, Complaints & Appeals Procedure.
- All Grievance, Complaints & Appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- In the first instance grievances and/or complaints will be dealt with by the Chief Executive Officer and/or Business Manager/Internal Auditor in an attempt to successfully resolve such grievances and/or complaints at the local level.
- Where the grievances and/or complaint is unable to be resolved or where the complainant wishes to appeal the decision the matter shall be referred to the Appeals Committee.
- All parties will have a clear understanding of the steps involved in the Grievance, Complaints & Appeals Procedure.
- Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the process.
- All Grievance, Complaints & Appeals will be managed fairly and equitably and as efficiently as possible.
- All discussions relating to grievance, complaints & appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.
- MMTC Ltd will provide Training Consultants and/or Customer with details of external authorities that they may approach with respect to their grievance or complaint if required.
- MMTC Ltd will endeavour to resolve any grievance or complaint referred to it by Departments of Education & Training (NSW & VIC) within ten (10) working days of its receipt of the grievance or complaint.
- This policy provides an avenue for most grievances or complaints to be addressed. However, in some cases, alternative measures may need to be explored.
- MMTC Ltd will encourage the parties to approach a grievance or complaint with an open view and attempt to resolve issues through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation MMTC Ltd acknowledge the need for an appropriate external authority to mediate between the parties.

### ***GRIEVANCE, COMPLAINT & APPEALS PROCEDURES***

The procedure requires:

- Grievances or complaints are to be put in writing and sent to the CEO or Business Manager.
- Discussion with the relevant Training Consultant, Customer or Administrator about the grievance or complaint.
- If it is unable to be resolved, the grievance or complaint will be addressed by the Chief Executive Officer and/or Business Manager/Internal Auditor for resolution.
- If it is unable to be resolved at this level, the grievance or complaint will be referred to the Appeals Committee.

- If the grievance or complaint is still unresolved, it will be referred to an appropriate external authority for adjudication. In these cases MMTC Ltd will advise the complainant where they can seek further assistance.
- The Chief Executive Officer or the Business Manager/Internal Auditor will convene meetings of the Appeals Committee as soon as is practicable after the appeal is lodged.
- The Chief Executive Officer or the Business Manager/Internal Auditor will provide to the appellant/complainant in writing, the outcome of each grievance, complaint or appeal, including reasons for the decision, within five (5) working days of the decision being made.

**DISCIPLINARY PROCEDURE:**

MMTC Ltd's flexible delivery training method sees Training Consultants providing training information and assessment services at the workplace. The general behaviour of Trainees/Apprentices is therefore controlled by the employer/supervisor. Breaches of MMTC Ltd's Disciplinary Procedure may include issues such as failure to complete training tasks, workbooks or participation in the assessment process. Your Training Consultant will discuss any breaches with you and your employer/supervisor to rectify any issues which may occur. Continued lack of participation in training/assessment services may result in MMTC Ltd withdrawing our training services. If you believe your Training Consultant's judgment to be unfair follow the steps contained in the Grievance, Complaints & Appeals Procedure.







## Privacy Policy And Procedure

Murray Mallee Training Company Ltd has adopted and will apply the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act, to govern the ways in which it collects, uses and disposes of personal information that comes into its possession.

### **Manner and purpose of collection of personal information**

MMTC Ltd will only collect personal information that is relevant to our business and do so fairly. MMTC Ltd shall not collect personal information unless:

- the information is collected for the purpose that is a lawful purpose directly related to the function or activity of the Murray Mallee Training Company Ltd ; and
- the collection of the information is necessary for or directly related to that purpose.

**Murray Mallee Training Company Ltd shall not collect personal information by unlawful or unfair means.**

### **Solicitation of Personal Information from Individual Concerned**

When collecting personal information for inclusion in a record and the information is solicited by MMTC Ltd, the Company shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

- the purpose for which the information is being collected,
- whether the collection of the information is authorised or required by or under law – the fact that the collection of the information is so authorised or required; and
- any person to whom, or any body or agency to which, it is the collector's usual practice to disclose personal information of the kind so collected, and (if known by the collector) any person to whom, or any body or agency to which, it is the usual practice of that first-mentioned person, body or agency to pass on that information.

When collecting personal information for inclusion in a record and the information is solicited by MMTC Ltd, the Company will also take such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is collected:

- that the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned.

### **Storage and Security of Personal Information**

Murray Mallee Training Company Ltd will take reasonable steps to protect all personal information in its possession, to ensure integrity of the information and that it is only accessed by those people whom Murray Mallee Training Company Ltd authorises to do so. Personal information that is no longer needed by Murray Mallee Training Company Ltd nor required to be held by law will be destroyed by secure

means, or modified so that the data cannot be traced back to the person concerned. Murray Mallee Training Company Ltd will keep records secure and shall ensure:

- against loss or against unauthorised access, use, modification, disclosure, and against other misuse; and
- if it is necessary for the record to be given to a person in connection with the provision of a service to Murray Mallee Training Company Ltd will do everything reasonably within the power of the record keeper is done to prevent unauthorised use or disclosure of information contained in the record.

### **Access to Records Containing Personal Information**

MMTC Ltd allows individuals to access any personal data held about them, and a person on whom Murray Mallee Training Company Ltd holds personal information may apply to the:

Business Manager  
Murray Mallee Training Company Ltd  
PO Box 254  
SWAN HILL, VIC, 3585.

or contact the Business Manager by phone on 03 5033 1216 to view the personal information held on them. MMTC Ltd will take reasonable steps to confirm the identity of the person making the request and will respond within 14 days of receiving the request. However, where the request is more complex or time consuming to comply with, Murray Mallee Training Company Ltd will provide access to the information requested within 28 days.

MMTC Ltd reserves the right to deny access to personal information, where MMTC Ltd is required or authorised to not provide an individual with such access under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents, or where it would be in response to a frivolous or vexatious request.

### **Alteration of Records Containing Personal Information**

MMTC Ltd will alter personal records held if they are not accurate and complete and shall take such steps (if any), by way of making appropriate corrections, deletions and additions as are, in the circumstances, reasonable to ensure that a record containing personal information:

- is accurate; and
- is, having regard to the purpose for which the information was collected or is to be used and to any purpose that is directly related to that purpose, relevant, up to date, complete and not misleading;
- through this will be limited to the extent that any applicable limitation in a law of the Commonwealth, that provides a right to require the correction or amendment of documents.

Where MMTC Ltd is not willing to amend a record containing personal information, by making a correction, deletion or addition, in accordance with a request by the individual concerned, and no decisions or recommendation to the effect that the record should be amended wholly or partly in accordance with that request has been made under the applicable provisions of a law of the Commonwealth, then MMTC Company Ltd shall, if the individual requests, take reasonable steps to associate a statement from the individual that the information is not correct with the relevant record(s)

held by MMTC Ltd. The Company will always provide reason(s) should it deny access to or correction of personal information it holds.

### **Accuracy of Personal Information Checked Before Use**

Before using personal information, MMTC Ltd will be reasonably sure it is accurate, and will take such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

### **Limits on Use and Disclosure of Personal Information**

MMTC Ltd will only use or disclose personal information for the purpose(s) originally explained when the information was collected and for any related purpose that would reasonably be expected by both the individual concerned and MMTC Ltd. The Company will neither use nor disclose personal information without the person's consent, unless:

- consent has been given by the individual concerned;
- the individual concerned is reasonably likely to have been aware, or was made aware, that information of that kind is usually passed to that person, body or agency; or
- Murray Mallee Training Company Ltd believes that the use or disclosure of the information is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
- such use or disclosure to 3rd parties is required or authorized by or under law;
- such use or disclosure to third parties is reasonably necessary for the enforcement of the criminal law or a law imposing a pecuniary penalty, or for the protection of the public revenue; or
- the purpose for which the information is used or disclosed to a third party is directly related to the purpose for which the information was obtained.

If MMTC Ltd is required to use or disclose to a third party personal information for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of the public revenue, Murray Mallee Training Company Ltd will record such use or disclosure in the record containing that information.

Any third party to whom such personal information is disclosed shall not use or disclose the information for purpose other than the purpose for which the information was given to the person, body or agency.

### **Identifiers**

Murray Mallee Training Company Ltd will not use an identifier assigned to an individual by a Government Agency as its own identifier; nor will it provide such an identifier to a third party without the individuals consent, unless:

- disclosure is necessary for Murray Mallee Training Company Ltd to fulfil its obligations to the Agency
- it is required for health or other emergency reasons
- it is required to investigate suspected fraud or unlawful activity
- it is required or authorised by law or for law enforcement

### **Trans-border Data Flows**

MMTC Ltd will not transfer personal information outside Australia without the consent of the individual unless:

- The transfer is necessary for the performance of a contract between MMTC Ltd and the individual, or for the implementation of pre-contractual measures taken in response to the individual's request
- The transfer is necessary for the performance or conclusion of a contract between MMTC Ltd and a third party that is in the interests of the individual concerned. The transfer is for the benefit of the individual; it is impractical to obtain the individual's consent and, if it were, the individual would be likely to give it.

### **Sensitive Information**

MMTC Ltd will not, without the consent of the individual, collect information concerning that individual's racial or ethnic origins; political opinions; membership of a political, philosophical or religious beliefs or affiliations; sexual preferences or practices or health information unless, it is required by law.

### **Complaints**

People wishing to complain about any aspect of MMTC Ltd's management of their personal information may either write to the Business Manager setting out full details of their complaint. The Business Manager will maintain a record of all complaints received, including:

- The name and contact details of the complainant
- The date and nature of the complaint
- Details of the person(s) investigating the complaint
- The outcome of the investigations
- The dates and details of all contacts made with the complainant

The Business Manager will hold these records in a secure manner. Otherwise, they will only be made available, if required or authorised by law or to assist with any investigations carried out by the office of the Federal Privacy Commissioner.

The Business Manager will also be responsible for investigating privacy complaints. All complaints will be acknowledged within seven working days and a full response given within 28 days. Where it is not possible to complete the investigation of a complaint within 28 days, the complainant will be contacted once twenty-eight days have elapsed with an estimate of when the investigation will be completed.



<p><b>Access &amp; Equity Policy And Procedure</b></p>
--

At Murray Mallee Training Company Ltd, we are committed to ensuring a training environment free of discrimination and harassment. This commitment is based on the need to ensure that our Company complies with equal opportunity laws. We are also committed to providing a pleasant working environment and encouraging good working relationships between all students.

Murray Mallee Training Company Ltd aims to ensure that in the application of all Company Policies, Practices and Procedures, no discrimination takes place and that all students enjoy equal access to opportunities within the company.

Murray Mallee Training Company Ltd will also endeavour to ensure that no sexual, racial or other harassment occurs in the workplace.

Murray Mallee Training Company Ltd is committed to achieving the following EEO objectives by ensuring that:

- All students are treated fairly;
- The potential of every student is fully utilised and developed;
- All policies and procedures are consistent with EEO principles;
- Student morale and motivation are improved by increasing confidence in the fairness of our practices and access to training opportunities;
- The objectives of our EEO program are achieved which includes the training of all Training Consultants on EEO and related issues. Any of our Consultants are equipped to assist you with EEO issues. Contact your Training Consultant for further information.

Under Federal and State Anti-Discrimination Laws, discrimination in employment/training on the following grounds is against the law:

- sex
- race
- marital status
- pregnancy\potential pregnancy
- race, colour, nationality, ethnic or national origin
- disability/impairment
- parental status
- lawful religious belief or activity
- lawful political belief or activity
- age
- lawful sexual activity eg homosexuality
- physical features
- status as a carer
- personal association with person identified by reference to one of the above attributes.

EEO also means the absence of harassment in the workplace. Unlawful harassment can be based on any of the prohibited grounds of discrimination, such as sexual or racial.

Harassment is any form of behaviour that is unwelcome; which is based on one of the prohibited grounds; and which offends, humiliates or intimidates someone. Harassment is often repeated behaviour, but can also consist of a single act. Harassment makes the work environment unpleasant, sometimes even hostile and may affect people's work performance. Harassment can often be the result of behaviour which is not intended to offend or harm, such as jokes or unwanted attention. The fact that harassment is not intended does not stop it from being against the law.

Harassment can be direct such as abuse, threats, name calling and sexual advances. It may also be in a less direct form, such as where a hostile work environment is created, but no direct attacks are made on an individual. Students are encouraged to discuss with their Training Consultant any concerns or behaviour which they feel is offensive.

### **Affirmative Action**

In line with the requirement of the Affirmative Action (Equal Employment Opportunity for Women) Act 1986, Murray Mallee Training Company Ltd has in place an affirmative action program.

Affirmative action is a means of ensuring EEO for women, as it is aimed at the removal of barriers to women achieving equality in the workplace. Much of the discrimination against women that currently takes place is the result of past discriminatory practices, policies and attitudes which have become entrenched. The aim of affirmative action is to review policies and procedures to ensure that they do not result in the unfair treatment of women. This will enable each woman within the organisation to achieve her full potential.

Murray Mallee Training Company Ltd recognises that affirmative action is good business sense, as it has benefits for the whole organisation. For this reason, affirmative action has now been incorporated into the company's overall business plan. Affirmative action does not discriminate against men in any way, and does not mean that women will be favoured. It is based on the merit principle. There is no quota system in the Australian concept of affirmative action.

The aims of the current Murray Mallee Training Company Ltd Affirmative Action program are to:

- recognise barriers within the workplace that have prevented EEO for women;
- encourage women to enter non-traditional jobs;
- increase the number of women in management;
- assist employees and find a balance between work and family life.