Student & Employer Handbook

Contents

Welcome

Thank you for choosing MPL Training Centre Pty Ltd, we look forward to working with you to achieve your training and career goals.

MPL Training Centre Pty Ltd is dedicated to delivering exceptional vocational education and training. Our goal is to create a positive, engaging, and friendly learning environment for all our students.

MPL Training Centre 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 the training to meet your individual needs.

Please keep this handbook accessible during your training. It contains essential guidance and reference to MPL Training Center's policies and procedures, and necessary forms and documents for your reference and completion.

We sincerely hope your time at MPL Training Centre Pty Ltd is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to contact MPL Student Services or ask your trainer for assistance, who can explain the process further.

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Contact Details

Phone: 02 4322 0331

E-mail: office@mpltraining.com.au

Web: www.mpltraining.com.au

PO Box 141

Guildford NSW 2161

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Office Closures

Our offices will be closed Australian & NSW Public Holidays. We also close the office for a period over the Christmas/New Year holidays – these specific dates will be shared with active students on the online portal at least thirty (30) days prior to the scheduled dates.

Contacting our Student Support Officers and Trainer/Assessors

All requests for our Student Support Officers (SSO) or Trainers/ Assessors need to be submitted in writing (required for compliance), the most effective method of lodging these requests is to email or call our office for further directions.

Our Courses

What is Nationally Recognised Training?

Nationally recognised training is a program of training leading to vocational qualifications and credentials that are recognised across Australia.

MPL Training delivers the full qualification CPP30119 Certificate III in Urban Pest Management and skill set units required for licensing in all States and Territories.

General Pest Management – CPPUPM3005 Manage pests without applying pesticides, CPPUPM3006 Manage pests by applying pesticides, CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles

By completing this course learners will build knowledge and skills to:

Identify and manage General Urban Pests, create management plans and treatments with and without applying pesticides, complete applications using appropriate equipment and maintain required equipment and vehicle including safe storage of pesticides.

Timber & Termite Pest Management – CPPUPM3008 Inspect for and report in timber pests, CPPUPM3010 Control Timber Pests.

By completing this course learners will build knowledge and skills to:

Identify timber pests, planning, implementing, and monitoring strategies to control timber pests, gain skills in inspection to assess infestation, cause, and severity of timber pests, complete reports for timber pest activity in domestic, commercial, and industrial environments and selecting equipment, materials, and methods to effectively manage the timber pest problem.

Upon being deemed Competent - A Statement of Attainment will be issued units of Competency and a Certificate for full Qualifications; students will be able to apply for a Pest Management Technician license in their State or Territory.

Certificate III in Urban Pest Management - Full qualification can be completed Face to Face, Correspondence or Blended delivery.

Core:	Elective:
CPPUPM3005 Manage pests without applying pesticides	CPPUPM3008 Inspect for and report on timber pests
CPPUPM3006 Manage pests by applying pesticides	CPPUPM3010 Control timber pests
CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles	CPPUPM4001 Assess and select pest management vehicle and equipment *****
CPPCMN3004 Respond to enquiries and complaints *****	CPPUPM4002 Schedule, organise and monitor pest management operations *****
CPPUPM3017 Maintain, service and repair pest management equipment *****	CPPUPM4003 Assess and advise on pest management options for sensitive operations *****

*All remaining units (CPPUPM4001, CPPUPM4002, CPPUPM4003, CPPCMN3004, CPPUPM3017) must be completed by correspondence in the workplace under the supervision of a Suitably qualified technician.

Employment or Work Placement is required.

To ensure students can apply their training in an industry environment, they are responsible for sourcing and maintaining these arrangements throughout their course. If arrangements change, students must find alternatives and notify us via email within 14 days. Failure to maintain employment or work placement arrangements may result in additional fees to attend Practical experience and Assessment.

Qualification and Statements

Certificate III in Urban Pest Management CPP30119

This qualification must be completed within 18 months of your enrolment date. It includes all units required for licensing, termites and timber pest management, as well as other relevant technical units (full list of Units of Competency on the following page)

To achieve Certificate III in Urban Pest Management (CPP30119)

To achieve this qualification, competency must be demonstrated in:

10 units of competency (5 core units and 5 elective units)

Core Units

CPPCMN3004   Respond to enquiries and complaints

CPPUPM3005   Manage pests without applying pesticides

CPPUPM3006   Manage pests by applying pesticides

CPPUPM3017   Maintain, service and repair pest management equipment

CPPUPM3018   Maintain equipment and pesticide storage area in pest management vehicles

Elective Units

CPPUPM3008   Inspect for and report on timber pests

CPPUPM3010   Control timber pests

CPPUPM4001   Assess and select pest management vehicle and equipment

CPPUPM4002   Schedule, organise and monitor pest management operations

CPPUPM4003   Assess and advise on pest management options for sensitive operations

Certificate IV in Urban Pest Management (CPP41619)

The qualification applies to people working in higher positions in the pest management industry.
It is also open to anyone who has completed CPP30119 Certificate III in Pest Management,
which is a prerequisite.

We are currently only offering this qualification by Recognition of Prior Learning (RPL) or Credit Transfer (CT). You will need to be able to provide a documentary and/or other evidence that you have the higher level of competence required to choose this path. Please see more information on RPL in this document.

Statement of Attainment for General Pest Licensing

This skill set must be completed within 12 months of your enrolment date. It covers the three units required for licensing in most states or territories, including NSW, QLD and Victoria.

To achieve licensing, you require 'Successful completion' of:

- CPPUPM3005   Manage pests without applying pesticides

- CPPUPM3006   Manage pests by applying pesticides

- CPPUPM3018   Maintain equipment and pesticide storage area in pest management vehicles

Statement of Attainment for Timber and Termite Pest Management

This skill set must be completed within 12 months of your enrolment date. It covers the two units required for timber pest management. These units are currently required for insurance companies and for some state licensing.

To achieve Timber Pest Management, you require 'Successful completion' of:

- CPPUPM3008   Inspect on and report on timber pests
- CPPUPM3010   Control timber pests

Statement of Attainment - CPPUPM3042 Install termite management systems

This skill set must be completed within 12 months of your enrolment date. It covers the two units required for timber pest management. These units are currently required for insurance companies and for some state licensing.

To achieve CPPUPM3042 you require 'Successful completion' of:

- CPPUPM3042   Install termite management systems

*This unit is a requirement for some states and may also be a requirement for the installation of some new building products. Please contact your state licensing body and/or product manufacturers before enrolling in this unit.

Licensing

STATE or TERRITORY	DEPRTMENT	PHONE	WEBSITE
New South Wales (NSW)	NSW Environment Protection Authority (EPA)	131 555	www.epa.nsw.gov.au
Victoria (VIC)	Department of Health	1300 650 172	www.health.vic.gov.au
Queensland (QLD)	Queensland Health, Environmental Health Unit	13 74 68	www.health.qld.gov.au
	Queensland Building and Construction Commission (QBCC)	139333	www.qbcc.qld.gov.au
South Australia (SA)	SA Health, Health Protection and Licensing Services	08 8226 7100	www.sahealth.sa.gov.au
Western Australia (WA)	Department of Health, Environmental Health	08 9222 2000	www.health.wa.gov.au
Tasmania (TAS)	Department of Health, Public Health Services	1800 671 738	www.service.tas.gov.au
Northern Territory (NT)	Department of Health, Environmental Health	08 8922 7152	https://health.nt.gov.au
Australian Capital Territory (ACT)	Health Protection Service	02 5124 9700	www.accesscanberra.act.gov.au

#Please note, there may be additional requirements for licensing and insurance in your state, please contact your state licensing office (see above) and nominated insurance company for this information.

Code of Conduct

MPL Training Centre Pty Ltd is responsible for ensuring ongoing compliance with the Standards for Registered Training Oganisations, including where services may be delivered on the RTO's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of the RTO complies with the requirements of the VET Quality Framework, which includes the following:

- the Standards for Registered Training Organisations (RTOs) 2025
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements 2011

MPL Training Centre Pty Ltd will ensure that compliance applies across all its operations within the RTO's scope of registration, as listed on the National Register (http://www.training.gov.au).

MPL Training Centre Pty Ltd has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how the RTO will comply with the following:

Standards for Registered Training Organisations 2025

Standard 1 – Training and Assessment

Outcome: Quality training and assessment engages VET students and enables them to attain nationally recognised, industry-relevant competencies.

Standard 2 – VET Student Support

Outcome: VET students are treated fairly and are properly informed, supported and protected.

Standard 3 - VET Workforce

Outcome: VET students are trained, assessed and supported by people who are qualified, skilled and committed to professional development.

Standard 4 – Governance

Outcome: Effective governance and a commitment to continuous improvement supports the quality and integrity of VET delivery.

Australian Qualifications Framework:

- Adhere to the requirements of the AQF Qualifications Issuance Policy

- Adhere to the requirements of the AQF Qualifications Pathways Policy

Fit and Proper Person Requirements

- All senior management, or persons who would have a significant impact on the RTO, are required to complete and submit a Fit and Proper Person form to the National VET Regulator

Data Provision Requirements

- Collect and store student and training records within an AVETMISS compliant Student Management System (DPR 4)

- Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)

- Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)

- Submit annual reports to the National VET Regulator on data collected (DPR 7)

- ***Working with Children Check***

- All Trainers and Assessors are required to undertake a Working with Children Check prior to commencing training and assessment if they will be delivering training and assessment to students under the age of 18 years.

Students Rights

MPL Training recognise that students have the right to:

- ➢ Expect MPL Training to provide training of a high quality that recognises and appreciates their individual learning styles and needs

- ➢ Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation

- ➢ Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment

- ➢ Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement

- ➢ Appeal for a review of the results of an assessment

- ➢ Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it

- ➢ Learn from fully qualified, competent and industry current trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly

- ➢ Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination

- ➢ Be treated with dignity and fairness

- ➢ Expect MPL Training to be ethical and open in their dealings, their communications and their advertising;

- ➢ Expect MPL Training to observe their duty of care to them

- ➢ Efficient handling of administrative matters including the processing of fees, refunds and transfers etc.

- ➢ Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law.

- ➢ Student information will not be disclosed to any third party unless a General Consent to Exchange Information and Authority to Act on Behalf of Student Form has been completed.

Student Responsibilities

As a student with MPL Training Centre Pty Ltd, you are responsible for your own actions, this includes:

➢ The student is responsible for notifying MPL Training Centre Pty Ltd if they have a medical condition or disability or require assistance in their training.

➢ Complying with the policies and procedures within the Student Handbook

➢ Paying of all fees and charges associated with their course

➢ Providing accurate information about themselves at the time of enrolment, and to advise the MPL of any personal information changes, including changes to your name, address, email address, phone numbers, should be provided to MPL Training as soon as possible with any relevant supporting documentation.

➢ Attendance: Face to Face training requires students to be in attendance for the full duration of the nominated days of training. Unless;

➢ The trainer has confirmed with the student their attendance is not required due to previous achievement of content of the course;

➢ Other circumstances that are acceptable to the trainer and that prevent the student from attending.

➢ Missed course content will be the student's responsibility to catch up.

➢ Participating in all training activities by asking questions and interacting in group discussions

➢ Communicating with the Trainer any struggles that you may be having, especially if it will affect your training and assessment.

➢ Dressing appropriately for the classroom, as if you would dress for your workplace

➢ Completing all assessment requirements required to determine your competency

➢ Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment

➢ Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them

➢ Not cheating or plagiarising in course work/ assessments submitted for assessment

➢ Promptly reporting all incidents of harassment or injury to the Director;

➢ Respecting the RTO's property and observing policy guidelines and instructions for the use of equipment;

➢ Asking for assistance and / or support when needed.

➢ Access to a computer with an internet connection is required to complete all training and assessment

➢ Submit all required documentation for assessment 4 weeks prior to your expiry date

Enrolment and Selection

1. The student is responsible for notifying MPL Training Centre Pty Ltd if they have a medical condition or disability or require assistance in their training.

2. Language, Literacy, Numeracy and Digital assessment must be completed

3. Full payment must accompany enrolment to secure a placement within a course

4. It is the student's responsibility to note the date, time and location of the course as advertised.

5. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.

6. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course. * Transfer fees may apply

7. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course. *Transfer fees may apply

8. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class, or change a Trainer/Assessor at any time without notice.

9. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.

10. If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

Enrolment Agreement Form

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, whether there is a Traineeship or any recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

A copy of the Enrolment Agreement Form will be supplied to the learner, in line with the Australian Consumer Law requirements, prior to course commencement.

The Administration team are responsible for ensuring each student has completed an enrolment form prior to course commencement.

Terms & Conditions of Enrolment

In making an application for enrolment, the student agrees to abide by the following terms and conditions set by MPL Training Centre:

1. I have read the course information from the MPL Training Centre and have made an informed decision about the course/ qualification I wish to enrol.

2. I acknowledge and understand the Terms and Conditions of Enrolment

3. I have access to a computer that has an internet connection and relevant IT tools and system to allow me to undertake self-paced study and prepare submissions for assessment.

Your Obligations

By enrolling into your chosen course/ qualification, you understand:

1. In signing or submitting an enrolment form, or in the event that I authorise another party to do this on my behalf, I am declaring that I understand and agree to the following terms and conditions of my enrolment.

2. It is my responsibility to read the Student and Employer Handbook provided to me or visit www.mpltraining.com.au to review the on-line version of the Student and Employer Handbook so that I am aware of my rights and responsibilities before undertaking the course / qualification I am enrolling in.

3. Course fee structure, the full course fee must be paid as per course plan selected. MPL Training Centre complies with Australian Consumer Law in regard to refunds. MPL Training Centre may provide a refund or partial refund.

4. Enrolment application has a provisional cooling off period of 10 days, from the date of confirmation of Enrolment on invoice to withdraw from the course.

*Exceptions

a. The right to a refund is forfeited if the enrolment is within 10 days of the course commencement.

b. The right to a refund is also forfeited if the Learner Management System has been accessed.

1. The required Language, Literacy, Numeracy & Digital (LLND) assessment must be completed for enrolment to proceed.

2. Course/Workshop dates must be booked and paid prior to attendance as course numbers are limited.

3. All information provided to MPL Training Centre is true and correct at the time it is given; it is your responsibility to ensure that the personal information you provide to MPL Training Centre is kept current. Any changes to your name, address, email address, phone numbers, and payment options must be provided to MPL Training Centre as soon as possible with any relevant supporting documentation.

4. All mandatory work placement hours and requirements of the qualification must be completed to be assessed.

5. Participation in physical activity, field trips, practical demonstrations and simulated workplace scenarios forms an integral part of the required training. It is your responsibility to inform the RTO of any medical condition or disability that may require additional assistance or consideration.

6. All due dates and class attendance requirements must be upheld at all times to maintain your enrolment and demonstration of 'working towards' the completion of the qualification.

7. Course Attendance - if you cannot attend the course you have enrolled in; you must contact MPL Training Centre at least 2 business days prior to the course start date (transfer fees may apply)

8. Any information of a private nature will not be released to parents / guardians, agents and employers without your prior written approval.

9. Training Materials - all lessons and any related material supplied by MPL Training Centre are secured by copyright and remain the property of MPL Training Centre. I understand that any unauthorised copying may constitute a breach of the Copyright Act 1968 (Cth) (as amended from time to time).

10. Enrolment duration is 12 months for Statement of Attainment Units of Competency and 18 months for full qualification. You must submit your evidence at least 4 weeks prior to your expiry date, to allow time for assessment and revisions if required.

11. Commencement date

    • On the date when you are provided access to MPL's Learner Management System (LMS); OR

    • On the date of the first day of training in a face-to-face classroom or mixed mode training environment.

Payment Terms

Course fees and other charges are outlined in the Course Guide and Booking Form. Once your enrolment has been accepted, enrolment fees must be paid up front before courses commence.

1. MPL Training Centre is fee for service and all fees must be paid upfront prior to attending training and assessment and or receiving access to Learner Management System

2. Understand that failure to pay any part of your course/qualification fees by the due date, MPL Training Centre reserves the right to:

    a. Refuse entry to class/workshop

    b. Restrict access to its online learning management system

    c. Withhold marking of assessment tasks, the issuing of results, qualifications or statements of results.

3. Acknowledge that the course fees do not include:

    a. Cost of Personal Protective Equipment, travel or any other personal costs associated with undertaking study with MPL Training Centre.

4. I understand that if I do not inform MPL Training Centre at least 2 business days prior to the scheduled course start date and/or I do not attend that I am obligated to pay:

    a. an administration/transfer fee of $350 per non-attendance.

5. All payments must be paid in full by the due date on invoice. Full payment will guarantee you a place for all booked courses.

6. A confirmation of enrolment letter and an official receipt will be emailed to you at the time of enrolment.

7. Payment can be made via the following payment methods:

    a. Debit or credit card payment (Visa or Master Card only) is accepted.

    b. EFT / Electronic bank transfer - Please put your **full name or invoice number** as a reference.

An official receipt will be sent to you once your payment is verified.

National Australia Bank
Account Name   MPL Training Centre
BSB   082-574
Account number 749-630-127

Fees in Advance

MPL Training Centre has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Refund Policy

All refund requests must be submitted in writing, referencing the relevant invoice number.

1. **Processing of Refunds**: Refunds will be processed to the payer as specified on the invoice and must be refunded to the account where the payment originated.

2. **Cancellation**: Upon payment of refund, your course/workshop will be cancelled.

3. **Administration Fee**: An administration fee of 25% applies for all cancellations.

Non-Refundable Circumstances
Refunds will not be issued to students/ employers after the first date of commencement in the case for:

- Change in employment status.

- Change of mind outside of the statutory cooling off period.

- Moving Interstate.

- Students who leave their employment or withdraw from the course/module qualification before finishing course/module/qualification.

- Students who have participated in activities of misconduct and have been requested to leave the course before completion.

- Students who forfeit the right to the cooling off period and refund if you enrol within 10 days of class commencement

- Correspondence student who has accessed the Learner Management System within the 10-day cooling off period.

Refundable Circumstances
Refunds will be issued under the following conditions:

- A student/ Employer provides written notice within the 10-day cooling-off period AND has not commenced training, i.e., attended a face-to-face class and/or accessed MPL's LMS.

- Review of Recognition of Prior Learning (RPL) indicates that the student does not need to undertake the course/part of the course.

- A student notifies MPL before the commencement of the course that they are unable to attend due to extended hospitalization/illness, and/or pregnancy/childbirth (Doctor's Certificate Required).

- Discretion may be exercised by the Training Manager and/or Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

- An enrolment in any course or assessment has been cancelled by MPL.

RTO Cancellation of Courses

MPL reserves the right to cancel a scheduled course if insufficient enrolments are received prior to course commencement. Students will be offered the option to transfer to a later course date or to a correspondence course. If neither option is acceptable, a full refund will be provided.

Training Guarantee

Students will be informed in writing of any changes to the business that will impact their training. If MPL closes, all affected students will be given the opportunity to complete their training. ASQA will be provided with a report of all qualifications issued, available via MPL's Student Management System.

Course Transfer Policy

For instances where a transfer fee applies, the fee is $350.

If you require any assistance or clarification with any of the following requirements, contact MPL Training Centre.

1. **Request for Transfers**: MPL accepts requests for course date transfers when the student provides notice at least 2 business days prior to the course/workshop commencement. Students may transfer their course date once without incurring additional fees. Further transfers will incur a fee.

2. **No-Show Transfers**: Students who do not present at their scheduled course or workshop (and do not provide prior notification) may transfer to a later date (fees apply). This is offered on a once-only basis.

3. **Mode of Delivery Transfers**: Course transfers are available for students wishing to change their delivery mode from Correspondence to Face-to-Face or vice versa (fees apply).

4. **Postponement of Training**: Students who do not meet the criteria for a refund can postpone their training to a later date. This is offered on a once-only basis. Notice of at least 2 business days prior to the course/workshop commencement must be provided. Fees will be held in credit for a maximum of 12 months.

5. **Company Transfers**: Companies that do not meet the criteria for a refund can postpone their employee's training to a later date or transfer enrolment to another student. This is offered on a once-only basis. Notice of at least 2 business days prior to the course/workshop commencement must be provided. Fees will be held in credit for a maximum of 12 months, or enrolment can be transferred to another employee (transfer fee applies).

Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the Training Manager (a letter or email is acceptable) within 10 business days of enrolment confirmation, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

Consumer Guarantee

MPL Training Centre Pty Ltd guarantees that the services provided by MPL Training Centre Pty Ltd will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

MPL Training Centre Pty Ltd is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of MPL Training Centre Pty Ltd closing down, the RTO will advise the learner in writing within 10 business days of the event, this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third-party arrangements. Changes to Agreed Services Process

CHANGE OF THIRD PARTY In the incidence of a third party arrangement changing between the RTO and a third party, the following process is to be followed	CHANGE OF LOCATION In the incidence of a change in training venue or location the following process is to be followed	CHANGE OF TRAINER In the event of a change of Trainer/Assessor, the following process is to be underaken	CHANGE OF OWNERSHIP In the event of the RTO being taken over by new owners, in accordance with P&P 8.1, the following process is to be followed
New agreement to be drafted and signed by the new third party and the RTO	Confirm details with new Training Venue	Confirm with new Trainer that they are available to take over the responsibilities	Finalise Sale of Shares
ASQA is notified of new Third Party arrangement through ASQAnet	New written Training Venue Agreement to be drafted and signed by both the training venue provider and the RTO	If possible, arrange a time for the previous trainer and the new trainer to undertake a handover	Complete ASQA Form "Notification of Material Change of Event" by both parties
Students are notified in writing of the new third party arrangement, including any conditions and contact details of the new Third Party	Provide written notification to ASQA of new training venue, by completing and submitting the "Change of Provider Details" form and submitting to ASQA	Advise new Trainer of location, class numbers, current status of course progress	Submit ASQA form to ASQA within 90 calendar days of the change of ownership
	Confirm in writing to the students the new location of the Training Venue, including the provision of a map	Confirm in writing with the students the details of their new trainer, including when they will be commencing and assuring students that the trainer will be provided with a full handover	Process Statements of Attainment for all existing students, providing the students with a current status of their course enrolment
	Update marketing materials with new location (if applicable)		Notify Students in writing of the change of ownership and the process for ensuring that students are provided with a copy of their Statement of Attainment

Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a qualification or statement of attainment to a learner after:

- The learner has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

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 results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course; or
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation "view access" to your Record of Results;
- control access to your Record of Results; and
- view online and download your training records and results in the form of a Record of Results which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

While students may create their own USI, our RTO is also able to create USIs for our students. As a part of the enrolment process, we have included on the Enrolment Agreement Form a section for the student to provide their USI, if you do not have a USI in place, we can provide you with a USI Privacy Notice so that we can apply for a USI on the students' behalf.

For more information, please refer to the following: For students | Unique Student Identifier

Enrolment Process for USI

1. All Students are to complete an Enrolment, which includes a section for the student to provide their USI.
2. RTO to verify the USI supplied by the student before visiting
3. If the student does not currently have a USI they will need to create one before enrolling.
4. The client record will be retained within the Student Management System with all records of attainments in an accessible format for a period of thirty (30) years.
5. Where a qualification or statement of attainment is recorded in the USI scheme, no additional records are required to be kept, as the records required will exist within the USI scheme.

Security of the Student USI

The RTO will ensure the security of USIs and all related documentation for verifying the student identity, all personal information collected solely for the purpose of applying for a USI on behalf of a student will be destroyed in manner that will keep all personal information confidential, this includes digital and hard copy of records.

The following process is in place for ensuring the security of a student's USI:

- Only authorised personnel will have access to a student's personal information, for both hard copy and electronic records.
- All student records, including evidence collected for verifying the students record, are stored in "locked" filing cabinets within the head office.
- Strong passwords on all network-connect computers are in place, which is only accessible by authorised personnel.
- Back-up copies of the database is automatic as the Database is cloud based.

USI Privacy Notice

All students who do not currently have a Unique Student Identifier (USI) in place and want the RTO to apply for a USI on their behalf, will be issued with a USI Privacy Notice. The student will be required to sign this form prior to the RTO setting up the students USI.

Issuance of recognised qualifications or statements of attainment

Once a USI has been collected and stored into the RTO's database, and on successful completion of training, the RTO will provide nationally recognised qualifications or statement of attainments to students in a variety of different formats.

Below are some examples that are considered a statement of attainment and they cannot be issued until the student has supplied the RTO with a USI that has been verified. They can include:

- A Full Qualification Certificate
- A Statement of Attainment

When a student logs into their USI account it will link to the national data collection using the USI. The students USI account will then be able to see their records and results completed. The student's results from 2015 will be available in their USI accounts in 2016.
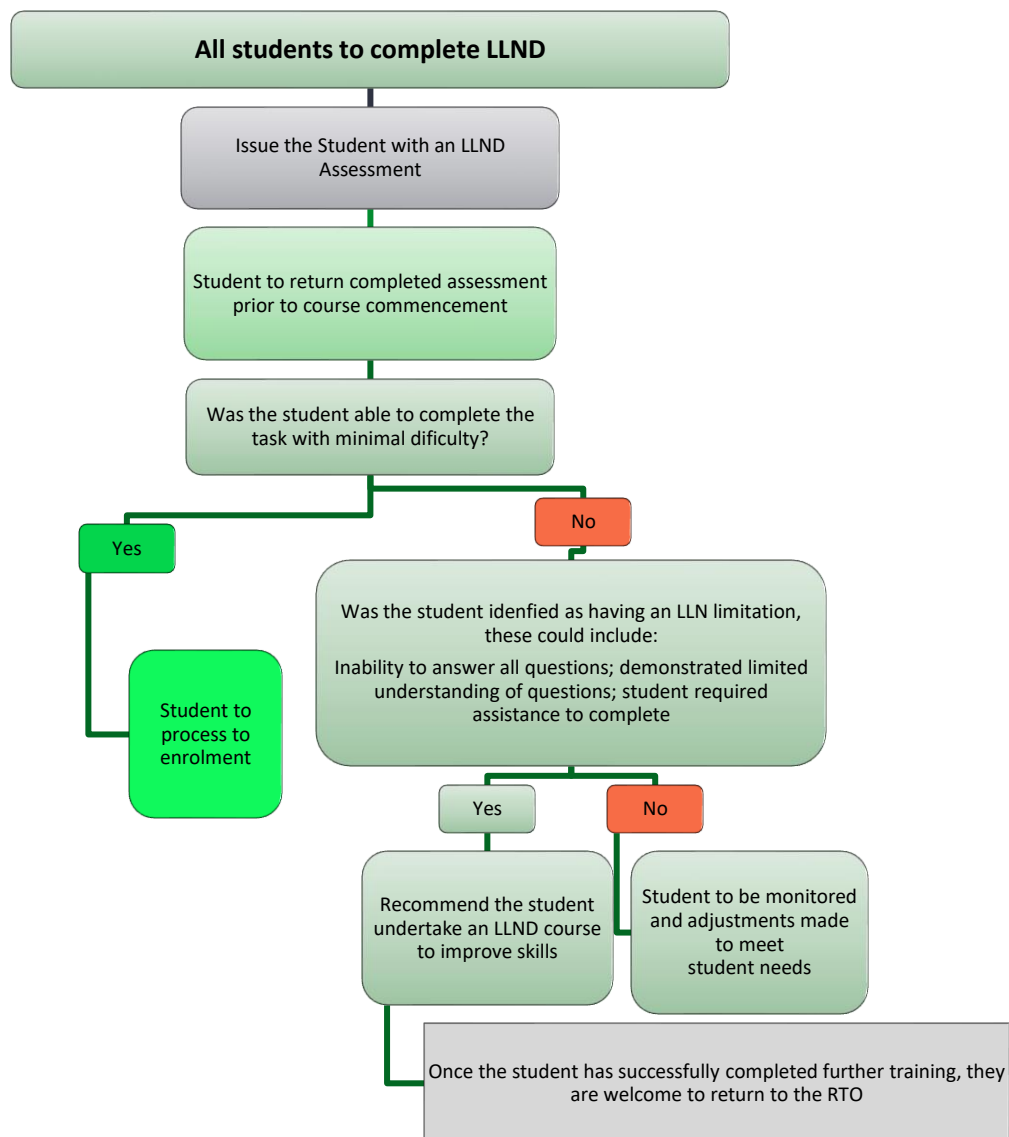
Language, Literacy, Numeracy and Digital (LLND)

LLND support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff within the RTO can provide students with support to assist the student throughout the learning process.

Language, Literacy, Numeracy and Digital skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training are required to undertake an LLN Assessment, unless the student currently holds a Certificate III qualification or above or can demonstrate equivalent industry experience. LLN Assessment Process

```
                    All students to complete LLND

                    Issue the Student with an LLND
                              Assessment

                    Student to return completed assessment
                         prior to course commencement

                    Was the student able to complete the
                         task with minimal dificulty?

          Yes                                      No

    Student to                 Was the student idenfied as having an LLN limitation,
    process to                              these could include:
    enrolment
                               Inability to answer all questions; demonstrated limited
                                 understanding of questions; student required
                                           assistance to complete

                              Yes                      No

                    Recommend the student      Student to be monitored
                    undertake an LLND course   and adjustments made
                       to improve skills              to meet
                                                   student needs

                    Once the student has successfully completed further training, they
                                 are welcome to return to the RTO
```

Employer Responsibilities

Thank you for taking the time to read and understand this handbook. While it is primarily addressed to participants, it also aims to inform employers of their obligations to support the student in all aspects of the Student Journey: Theory, Practical Experience and Assessment.

All participants, staff, and clients should be aware of their roles in successfully completing any MPL Training program.

Employers: Throughout your staff members' training program, students will need to engage in various on-the-job activities to develop their knowledge and skills and to understand industry expectations. Please ensure you meet with students regularly to monitor their progress, schedule appropriate practice opportunities, and complete any necessary workplace supervisor declarations and feedback.

Important notes:

> ➢ Student information will not be disclosed to any third party unless a *General Consent to Exchange Information and Authority to Act on Behalf of Student Form* has been completed by student/employee regardless of the Employer paying for course.

> ➢ Terms and Conditions of Enrolment apply to the employer when enrolling and paying course fees on behalf of an employee.
> ➢ Where the Employer is unable to provide suitable supervision and environment, the student will then be required to attend MPL Practical Workshops (fees apply).

Workplace Supervisor

The Workplace Supervisor has an important responsibility where they are required to be a role model, mentor and coach to a student. When students are completing any unit of competency in the workplace, MPL requires a work placement agreement – Supervisor declaration to be completed.

Workplace supervisor must suitably qualified and a hold a minimum current:

Pest Management Technician License to supervise a student completing General Pest Management Training

Timber and Termite Management Technician License to supervise a student completing Timber & Termite Pest Management Training

> ➢ Complete the Workplace supervisor Declaration.

The workplace supervisor must be suitably qualified to support the student on the job in the workplace and agree to:

> ➢ Provide direct supervision to the student performing the practical requirements for this course.
> ➢ Provide direction to the students on the job learning (where required).
> ➢ Provide the student with access to sites, tools, and materials required to complete these practical assignments.

The purpose of students performing such work placement is to provide MPL Training with supplementary assessment evidence:

- Competently perform the skills & knowledge from their course in a live working environment, applying those abilities consistently overtime.
- The work placement activities are recorded in the Student Logbook(s)
- The assessment activities are filmed on video

Assessments must be submitted prior to course end date/completion. The minimum requirements for each course include:

General Pest Technician (CPPUPM3005, CPPUPM3006 & CPPUPM3018):

10 General pest inspection & applications (must include use of pesticides)

Timber Pest Inspection (CPPUPM3008):

10 Timber Pest Inspections

Timber Pest Treatments (CPPUPM3010):

10 Timber Pest Treatments (must include chemical treatment)

Note: Access to live pest activity must be shown in a minimum of two sites for each of the above, and cover a range of pests, construction, and application methods.

Mode of Assessment

All units are assessed holistically through the online portal, and consist of:

→ **Theory Assessment:** Students are required to complete a range of Multiple-Choice questions, Short Answer questions, Case Study & Scenario based assignments following theoretical training.

→ **Direct observation of skills:** Onsite Assessment at MPL training facilities

→ **Logbooks:** Student must complete the following logbooks under an accredited technician:

→ **Practical Video Portfolio:** Students are required to record a range of videos in the workplace under the supervision of a licensed Pest Management demonstrating their ability by competently applying their skills and knowledge across three live sites

Principles of Assessment and the Rules of Evidence

Assessors are responsible for ensuring that all assessments are conducted in accordance with the principles of assessment and the rules of evidence.

Principles of assessment are required to ensure quality outcomes. Assessments should be fair, flexible, valid and reliable as follows:

Fairness: Fairness requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands, and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

Flexible: To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and support continuous competency development.

Validity: There are five major types of validity: face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence.

Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group

Reliability: There are five types of reliability: internal consistency; parallel forms; split half; inter-rater; and intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.

Following is a guide to what should be in the assessment tools to meet the "Principles of Assessment":

- Elements addressed (to levels as defined in performance criteria)
- Knowledge evidence/required knowledge addressed
- Performance evidence/required skills addressed
- Assessment conditions/critical aspects of evidence addressed
- Context and consistency of assessment addressed to appropriate AQF level
- Assessment of knowledge and skills is integrated with their practical application
- Assessment uses a range of assessment methods
- Criteria defining acceptable performance are outlined for all instruments
- Clear information about assessment requirements is provided (for assessors and students)
- Allows for reasonable adjustment and provides for objective feedback

Rules of evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity: Assessment evidence considered has direct relevant to the unit or module's specifications.

Sufficiency: Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authenticity: To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work.

Currency: Currency relates to the age of the evidence presented by candidates to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.

Following is a guide to what should be in the assessment tools to meet the "Rules of Evidence":

Validity	Assessment evidence considered has direct relevance to the unit or module's specifications
Sufficiency	Sufficient assessment evidence is considered to substantiate a competency judgement
Authenticity	Assessment evidence gathered is the learner's own work
Currency	Competency judgements include consideration of evidence from the present or the very recent past

In order to ensure that assessment activities/tasks meet the Principles of Assessment and the Rules of Evidence requirements, which includes meeting workplace requirements and to ensure the reliability and flexibility of assessment, all assessment activities/tasks must be validated.

Training Evaluation Form

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the mid-way point and completion of each training program a Training Evaluation Form is to be handed out to the participants for completion. The Training Evaluation Forms are to be collected and the relevant trainer will prepare a summary of the evaluations to be given to the Training Manager for reviewing at the monthly Quality and Compliance Meetings.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, students and other community bodies to identify future needs in training.

The Training Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable to trainers' professional development.

Any complaints or issues that are identified from feedback are to be recorded in an Opportunity for Improvement Form for action. Once action has been taken the Opportunity for Improvement Form is to be filed into the Opportunity for Improvement Register. Forms filed into the folder are reviewed at the monthly Quality and Compliance Meetings.

Monitoring the Effectiveness of Services

Student progress will be monitored by the Assessor, in conjunction with the RTO Manager, to ensure that the students' needs are being met. The Trainer is required to report to the Training Manager on student progress through the Trainers Report, which is submitted once a month to the RTO Manager.

Recognition of Prior Learning (RPL)

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the back of the Enrolment Agreement Form and on the course flyer.

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third-party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

RPL Kit

The RPL Kit is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

Following is the process for applying for RPL using the RPL Kit:

- Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit
- RTO to supply the RPL Kit and explain the process for RPL
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency
- Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded to the RTO for Certificate issue.

Cheating and Plagiarism

MPL Training Centre Pty Ltd will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas arrived through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e. quotation marks, footnotes, or commentary. Examples of plagiarism include, but are not limited to the following: the submission of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks (or other means of setting apart, such as the use of indentation or a different font size) when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs or part thereof without giving credit.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a Trainer/Assessor.

It is not cheating to:

- discuss assignments with your Trainer/Assessor or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)

Penalties

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the Training Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, MPL Training Centre Pty Ltd may come to one of two decisions:

- It is a minor or unintentional offence, and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.
- It is a serious offence, and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing.

What if I don't agree with the decision?

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of the penalty being imposed.

The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated, and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

Opportunity for Improvement

A key process for managing continuous improvement throughout the RTO is through identifying "Opportunities for Improvement", these can be improvements to Training and Assessment, Client Services or Management Systems. Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment:
    - Reviewing a Training and Assessment Strategy
    - Feedback on Training and Assessment
    - Industry Consultation
    - Assessment Validation
    - Internal Audits

- Client Services:
    - Opportunities for Improvement
    - Training Evaluation Form
    - Enrolment Agreement Forms
    - Internal Audit Reports
    - Complaints and Appeals Forms

- Management Systems:
    - Quality and Compliance Meeting minutes
    - Review of Continuous Improvement Cycle
    - Conducting Annual Internal Audits

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement.

The implementation of the actions identified in the Opportunity for Improvement Form will be reviewed and discussed at the Monthly Quality and Compliance Meetings. Following is the process for opportunities for improvement:

1. An opportunity for improvement is identified

2. An Opportunity for Improvement Form is completed, by outlining the details of the current weakness in the system, process, procedure or practice.

3. In order to focus on the solution and not the weakness, the person who has identified the improvement is given the opportunity to also identity the "Action required for Improvement". If they are not able to identify a solution, this will be given to the Training Manager to resolve.

4. Submit the Opportunity for Improvement Form to the RTO Manager.

5. Training Manager reviews the Opportunity for Improvement Form, and either reviews the suggested "Action required for Improvement" identified by the person who completed the form or identifies what they believe the "Action required for Improvement".

6. The Training Manager enters the Opportunity for Improvement into the Opportunity for Improvement Register.

7. Training Manager either then delegates the Opportunity for Improvement to be actioned by another staff member or undertakes the Action to be completed.

8. Once Actioned and finalised, the Opportunity for Improvement Form is to be filed into the Opportunities for Improvement Register.

9. The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.

Certification

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

MPL Training will issue the certification within 30 business days of Competent notification being received.

Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to submit a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a confirmation in writing that the RTO has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than 5 business days the RTO will provide the student with access to their records as well as a Record of Results of the student's participation and progress.

Credit Transfer

AQF Certifications issued by other Registered Training Organisations (RTO) are recognised by MPL Training Centre Pty Ltd, this enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer, the student is required to complete the following steps:

1. Complete the "Credit Transfer Form"

2. Attach a certified copy of the authenticated VET transcript from the other RTO and highlight the units you wish to have applied to your current enrolment

3. Submit completed "Credit Transfer Form" and VET transcript to the RTO

4. Units are verified on www.usi.gov.au, only applicable if student completed the units after 1 January 2015

5. The **RTO** in consultation with relevant Assessor will review and confirm whether student is eligible for Credit Transfer (CT)

6. If the student is eligible, the result of CT should be applied to the unit within the Student Database

7. The **RTO** to advise the student in writing of the outcome of the credit transfer application:

    a) Student is eligible for CT and the result has been entered into the Database

    b) Student is not eligible for CT and the reason why

Authenticated copies are to be certified by a Justice of the Peace or someone within the RTO can sight the originals and authenticate a copy.

Complaints Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure relevant to all grievances arising in the following areas:

a) Student wishes to raise a complaint against another student

b) Student wishes to raise a complaint against the RTO

c) Student wishes to raise a complaint about a Third Party

d) RTO staff wishes to raise complaint about a Third Party

e) Staff wishes to raise a complaint about another staff member or a student

Complaints Process

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student or Staff member wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student and Trainers Handbook. Once the form has been completed, the form should be submitted to the *Training Manager* for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

1. Formal complaint is received by the complainant to the RTO

2. If not already submitted with the complaint, a *Complaints and Appeals Form* is competed and submitted to the Training Manager

3. A written acknowledgement of receipt of the *Complaints and Appeals Form* will be forwarded to the complainant following receipt by the Training Manager within 5 business days

4. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties

5. Grievances should be kept confidential, in order to protect the complainants

6. All *Complaints and Appeals Form* are to be reviewed at the monthly Quality and Compliance Meetings.

7. The Training Manager is to follow the process on the *Complaints and Appeals Form* for the process under "Recommended Action Required for Improvement".

   a. An initial meeting is to be held within 10 business days

   b. If further investigation is required, this should be completed within 60 calendar days

8. Each appellant:

   a. Has an opportunity to formally present his or her case

   b. Is given a written statement of the complaint outcomes, including reasons for the decision

9. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.

10. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.

11. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO

12. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.

13.   Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register

14.   If MPL Training determines that the complaint process cannot be finalised within 60 calendar days, the Training Manager will:

   a.   Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required

   b.   Will regularly update the complainant or appellant on the progress of the matter

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the *Complaints and Appeals Register* and a scanned copy saved onto the student file in the database.

All *Complaints and Appeals Forms* are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline (https://www.education.gov.au/NTCH)
  Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
  Email Complaints: https://www.education.gov.au/email-complaints

- Office of Fair Trading (http://www.fairtrading.nsw.gov.au).

- Australian Skills Quality Authority (http://www.asqa.gov.au/complaints/complaints.html)

- Consumer and Business Services SA (http://www.cbs.sa.gov.au/wcm/)

There is no cost involved with lodging a complaint with MPL Training Centre Pty Ltd.

Complaints Flowchart
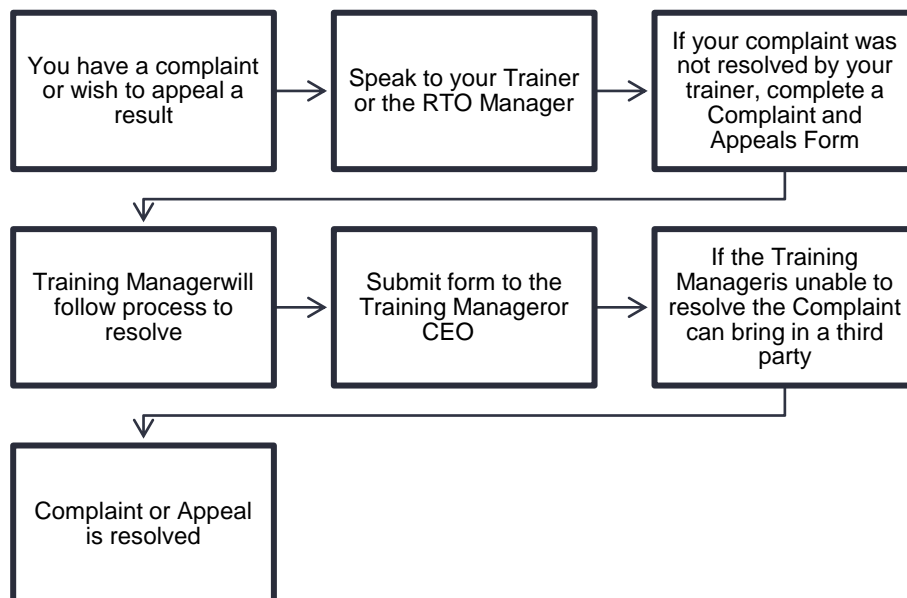
Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the Student and Trainers Handbook, or a complainant can also contact the RTO to obtain a copy of the form.

Complaints Report Form

The Complaints Report Form is to be used if there is not enough room on the Complaint and Appeals Form to describe the complaint. This form is to be attached and submitted with the *Complaints and Appeals Form*.

Complaints and Appeals Register

The RTO has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered into the Complaints and Appeals Register and given a register number.

Complaints and appeals that are placed into the register are reviewed and monitored each month at the monthly Quality & Compliance Meeting.

Assessment Appeals Policy

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

a) Student disagrees with the result given by their Assessor (including Third Party)

b) Student wishes to have their result reviewed by another Assessor

c) Student wishes to be re-assessed for the same unit

d) Student wishes to change the unit

e) Student believes that they were discriminated against by the Assessor

Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by the RTO 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 your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an "Complaints and Appeals Form" within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

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

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result

2. Student completed a *Complaints and Appeals Form*

3. The *Complaints and Appeals Form* is submitted to the RTO Manager

4. A written acknowledgement of receipt will be forwarded to the student confirming receipt of the *Complaints and Appeals Form*

5. The Training Manager will consult with the trainer/assessor and student individually

6. The Training Manager is to follow the process on the *Complaints and Appeals Form* for the process under "Recommend Action Required for Improvement"

7. An initial meeting should be help within 10 business days

8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged

9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days

10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made

11. All *Complaints and Appeals Forms* received are to be entered onto the Complaints and Appeals Register

All *Complaints and Appeals Forms* are to be reviewed during the monthly Quality and Compliance Meetings. If the RTO determines that the appeals process will take more than 60 calendar days, the Training Manager will notify the student in writing including reasons why more than 60 days is required. The Training Manager will regularly update the student with the process.

Fee Protection Policy

Prepaid fees include all fees paid in advance from individual leaners and prospective students. These requirements do not apply to employers engaging the RTO to provide training/assessment to its staff.

Fees include **all** fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including textbooks
- Any other fee component that is a mandatory fee to complete the course

The RTO will ensure that all fees are clear and transparent on the course flyer.

Threshold Prepaid Fee

The RTO requires full course payment, prior to course commencement for each booked course.

Please refer to the course flyers for an outline of all course fees.

In order to protect students who prepay course fees in excess of $1500, the RTO has in place the following policies:

1) If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such that:

   a) The new location is suitable to the student

   b) The student receives the full services for which they have prepaid at no additional cost to the student; or

2) Students will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Insurance

The RTO maintains public liability Insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration, which is generally set as $10,000,000.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities. Other insurances relevant to the RTO's operations may include:

- Professional indemnity, workers compensation (as required)
- Building and contents (where appropriate)

Legislative and Regulatory Requirements

When undertaking work experience, the student acknowledges that they must observe the employers Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts. In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training.

The student acknowledges that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the RTO. If you identify a hazard, please report it to either your Training Manager or the administration office. You will be required to complete either an *WHS Injury Report Form* or a *Hazard Identification Report Form*.

It is important all staff report any injury immediately, by completing a *WHS Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of Training Manager or an Administration staff member of the RTO.

Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating e.g. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
2. Do not stand-up wind or uphill of a fire.
3. If there is any chance of chemicals or explosives in the fire, evacuate the area.
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
6. You must notify your name, type of emergency, location of the emergency and assistance required.
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Evacuation Procedure (T&S)

In the event of an emergency situation e.g.: a fire, bomb threat, gas leak etc… each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, e.g. alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
    a. follow the Fire Warden to the Evacuation Meeting Point
    b. leave the building in an orderly manner, and
    c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services, please do not leave the Evacuation Meeting Point until you are instructed to do so.

Support Services

MPL Training caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

MPL Training is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the MPL Training provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the Training Manager to discuss support services.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Additional tutorials to assist with learning (fees may apply and will be advised when booking)
- Assistance in using technology
- Referral to LLN assistance

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the Training Manager at the first available opportunity.

Support Services Form

The Support Services Form is to be used by the RTO staff to record any counselling they may have undertaken with a student, including any discussion about providing extra support or referral to the Support Services List. This form is available from the office and can also be emailed to you upon request.

In this form you should include any of the following:

- Discussions raised by students that may be of a concern, this may have been during class or individually

- Referrals to other Support Services that may have been advised or discussed with the student

- Any discussion on disabilities that the student has disclosed, whereby they may need further assistance

- Discussions on any adjustments to training that may be required to meet student needs. You may also complete an Adjustment Plan following this meeting to identify a strategy to assist the student.

- Discussions on Language Literacy and Numeracy and referral to third parties

Upon completion of the Support Services Form the staff member should submit this form to the Training Manager and arrange a time to discuss the student needs with the Training Manager or other senior management.

All completed Support Services Forms will be discussed at the monthly Quality and Compliance Meeting to monitor student progress.

Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided on the back of the Student Handbook and includes website addresses and phone numbers to access these services.

If a student is unsure of the service that they require, they should contact their trainer or the Training Manager to discuss further.

Support Services Process

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┌─────────────────────┐        ┌─────────────────────┐
│ Student identifies  │        │ Follow process for  │
│ on Enrolment        │        │ Support Services    │
│ Agreement Form that │        │ under Standard 1.7  │
│ they have a         │        │ in the Q&C Manual   │
│ disabiity or        │        │                     │
│ requires support    │        │                     │
└─────────────────────┘        └─────────────────────┘
          │                              │
┌─────────────────────┐        ┌─────────────────────┐
│ Organise a time to  │        │ Complete Support    │
│ speak to the student│        │ Services Form       │
│ prior to course     │        │                     │
│ commencement        │        │                     │
│ (Phone or face to   │        │                     │
│ face)               │        │                     │
└─────────────────────┘        └─────────────────────┘
          │                              │
┌─────────────────────┐        ┌─────────────────────┐
│ Discuss with student│        │ Refer to the Support│
│ their disability and│────────│ Services List to    │
│ identify a plan on  │        │ idenitify services  │
│ how the RTO can     │        │ that would be       │
│ support the student │        │ suitable to support │
│                     │        │ the student         │
└─────────────────────┘        └─────────────────────┘
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Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	1300 222 222	http://www.aa.org.au/contact-central-service-offices.php	Clients who are/or have been affected by alcoholism
Australia.gov.au	http://www.australia.gov.au/	Website	Refer to Website	Covers a broad range of assistive support including LLN
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	http://www.education.gov.au/feedback-and-enquiry-form	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	1300 224 636	https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx	For clients who are experiencing anxiety and/or depression
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	http://www.blackdoginstitute.org.au/aboutus/contactus.cfm	Depression and Bipolar Disorder Information Australia
NSW Community Help	www.community.nsw.gov.au	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
CEDD - Eating Disorder Help Centre	www.cedd.org.au	Refer to website	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Just Ask Us!	www.justaskus.org.au	03 8413 8413	http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/	03 9606 0118	http://www.precisionconsultancy.com.au/contact/	Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
The Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506	rwhotline@det.nsw.edu.au	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	http://na.org.au/index.php?lang=en	1300 652 820	info@na.org.au	Clients who are/or have been affected by drugs

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault
Workplace Bullying Helpline	www.workershealth.com.au	02 4926 2129	newc.admin@workershealth.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	https://www.mensline.org.au/	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facs.nsw.gov.au	Support for family, ageing, disability or home care
Job Access	https://www.jobaccess.gov.au/	1800 464 800	hotline@workfocus.com	Driving Disability Employment through a variety of support services
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues