



STUDENT INFORMATION HANDBOOK

MultiSkills Training

Head Office: 6/43-47 Riverside Ave

Werribee

Phone: 1800 754 557

Web: multiskills.com.au

RTOID: 40846

Hours: 7:30am – 5:00pm (Weekdays)



CEO's MESSAGE

Welcome to MultiSkills Training (MST) and your first step toward developing the skills you need to gain employment in the vibrant Australian job market.

Since the inception of MultiSkills Training in 2012, we have been deeply committed to providing a range of training services to ensure our clients maximise their opportunities in industry. By matching sources of skills demand with the offerings at MultiSkills Training, we are able to add value to our clients and partners and therefore maximum opportunities.



MultiSkills Training is also committed to providing a Child Safe environment in all of its operations and is responsible for promoting the safety, participation, wellbeing and empowerment of children (students under the age of 18 years) by:

- treating children with respect;
- complying with all relevant laws, regulations, policies, processes and guideline;
- reporting any instances of suspected child abuse in accordance with the MST Code of Conduct;
- complying with any child safety training, registration or accreditation requirements which may be relevant to their duties or activities and includes
- the cultural safety of Aboriginal children and children from diverse culturally/linguistically backgrounds

MultiSkills Training is committed to providing quality training and assessment services and has developed a dedicated team of industry experts, trainers and Vocational Education Professionals. Specialists in delivering Fee-For-Service and Government Funded programs, we remain committed to ensuring that high quality Vocational Education and Training benefit the entire community within its areas of operation.

We offer a range of courses from a variety of industry sectors with industry links to ensure you are provided with job-ready skills and knowledge.

I would like to take this opportunity to wish you every success as you embark on your journey to a successful and rewarding career in your chosen vocation.



Lionel Skinner

CEO

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MULTISKILLS CONTACT INFORMATION

Our operating hours are from 7.30AM to 4.00PM Monday to Friday and 7.30 to 11.30 on Saturdays.

Address Factory 6/43-47 Riverside Avenue, Werribee

Phone Number 1800 754 557

Email info@multiskills.com.au

Web multiskills.com.au

For any after hour emergency queries please contact:

Name	Position	Contact
Lionel Skinner	CEO	0418 522 257
Chelsea Skinner	Director/Administration Manager	0426 268 508

MULTISKILLS TRAINING SITES

MultiSkills Training conducts training and assessing services on three primary sites:

- Factory 6/43-47 Riverside Avenue, Werribee VIC (Head Office)
- 38-42 Lock Avenue, Werribee VIC
- 351-359 Portarlinton Road, Moolap VIC

ACCREDITED AND NON-ACCREDITED TRAINING SERVICES

MultiSkills Training delivers both nationally accredited training and assessment as well as non-accredited training.

MultiSkills ensures that its marketing clearly identifies accredited training from non-accredited training in all forms of advertising - digital, hardcopy and social media. All accredited training will feature the National Training logo.

The non-accredited training conducted by MultiSkills Training primarily relates to WorkSafe Victoria approved Health and Safety Representative Initial and Refresher courses. Both of which are subject to the regulator's approval and on-going monitoring for quality purposes.

Any other non-accredited training is conducted at the request of corporations for specific employee/contractor skill sets and are therefore not normally advertised.

HIGH RISK WORK LICENCES

MultiSkills Training is authorised by WorkSafe Victoria to deliver High Risk Licence training and assessment for certain licence classes. Only authorised High Risk Trainers and Assessors can be affiliated with MultiSkills Training to deliver the High Risk Work licence training.

The MultiSkills Training website lists all licence classes that it is currently delivering:

<http://www.multiskills.com.au/our-courses/>

Unit Code and Name	Licence Class
CPCCLSF2001A Licence to erect, alter and dismantle scaffolding basic level	SB
CPCCLSF3001A Licence to erect, alter and dismantle scaffolding intermediate level	SI
TLILIC2001 Licence to operate a forklift truck	LF
TLILIC3006 Licence to operate a non-slewing mobile crane (greater than 3 tonne capacity)	CN
TLILIC3008 Licence to operate a slewing mobile crane (up to 20 tonnes)	C2
TLILIC4009 Licence to operate a slewing mobile crane (up to 60 tonnes)	C6
TLILIC2005 Licence to operate a boom-type elevating work platform over 11 metres	WP
CPCCLDG3001A Licence to perform dogging	DG
CPCCLRG3001A License to perform rigging basic level	RB
CPCCLHS3002A Licence to operate a materials hoist	HM
CPCCLHS3001A Licence to operate a personnel and materials hoist	HP

GENERAL CODE OF CONDUCT

MultiSkills Training is responsible for the delivery and assessment of all Nationally Accredited Training under MultiSkills Training.

Once the student commences the nominated course, MultiSkills Training will deliver the Training Program using competency based training principles and practices in accordance with the Standards for Registered Training Organisations. This includes ensuring that all training and assessment services provided are of the highest quality and that students are only issued a Qualification or Statement of Attainment where they have met the specific training product requirements. Any changes to the operations of MultiSkills Training or the requirements in providing Nationally Recognised Training shall be communicated to all students and staff as required.

MultiSkills Training agrees to work together with the student to produce a unified approach in the student achieving the relevant qualification / outcomes.

When communicating and interacting with MST staff and other learners you have a responsibility to:

- Treat people and their views with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Refrain from behaviour that could offend, embarrass or threaten others
- Refrain from harassing or disrupting others in the performance of their duties or studies
- Refrain from unacceptable behaviour – including bullying, aggressive, threatening or abusive behaviour
- Make only truthful statements in regard to your learner status or representation as a learner or entitlements as a learner.

CHILD SAFE ENVIRONMENT

MultiSkills Training has developed a Child Safe Standards Policy and Procedure which can either be downloaded at www.multiskills.com.au or a hardcopy can be requested prior to enrolment.

Students identified at enrolment as being underage, are provided with a copy of the Child Safe Standards Policy and Procedures which include:

- Relevant MultiSkills personal who can be contacted in the event of (or suspicion of) abuse
- Definitions of abuse
- The roles and responsibilities of the relevant MultiSkills personal
- The procedures that must be followed to protect students from further abuse (actual or suspected)
- The organisations that will assist in protecting students from immediate and on-going danger
- The responsibilities of MultiSkills Training personnel when dealing with parents or guardians in reportable cases of abuse

ATTENDANCE AND PUNCTUALITY

Attendance at scheduled classes is paramount in ensuring learners gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Learners are responsible for notifying their Trainer (or the Learner Administration Department on 1800 754 557) if they are unable to attend a training session for whatever reason.

DRESS CODE

MST is an adult learning environment that prepares you for business and industry, as well as for further career-related training. You are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that would be expected in the workplace. There is no desire on the part of MST to make dress standards too rigid, however, within MST and while on field practice, you should wear clothes appropriate to the vocation and in particular:

- Be adequately clothed in accordance with occupational health and safety requirements and any requirements specific to particular buildings. You must wear all personal protective equipment and/or clothing required in the qualification. You are responsible for wearing appropriate clothing which minimises risk to yourself and to others.
- Wear appropriate footwear at all times. It is not permitted for anyone to enter buildings with bare feet.
- Not wear clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness, slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.
- Not wear motorcycle helmets in MST buildings.

LEARNING SITE ENVIRONMENT AND RESOURCES

You are required to assist in maintaining serviceable facilities, resources and equipment by:

- Reporting breakage and/or faults with equipment to the training staff member, or Learner Administration.
- Leaving classrooms, workshops and sites neat and tidy after classes and tutorials and ensuring equipment and tools are cleaned and correctly stored.

ALCOHOL ON MST PREMISES

You are not allowed on MST premises or to use MST facilities when under the influence of alcohol. Consumption of alcohol on MST premises, including sites used for excursions, field trips and live work, is prohibited, except at an authorised function on licensed premises. No person under the age of 18 may consume alcohol on MST premises.

DRUGS ON MST PREMISES

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana) on MST premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety, or the safety of others, for example in operating machinery or equipment.

WEAPONS ON MST PREMISES

You are not to bring knives or other weapons on to MST premises. It is an offence under the Weapons Act 1990 to be in possession of a weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for butchery or cooking training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, learners, animals or property will be reported to police immediately.

SMOKING

Victorian law prohibits smoking in outdoor areas within education and care service premises under the Victorian Tobacco Act 1987 (Vic) as amended. All MST premises are “Non-smoking” areas, which includes offices, training rooms or outdoor areas used for training, assessment, equipment storage or external car parks. Smokers are required to leave MST premises during designated breaks. MST has supplied portable ash trays for smokers to ensure non-MST areas are not subjected to littering by students, staff or contractors as part of our good neighbour policy. This policy forms part of MST induction for all courses conducted on MST premises.

COPYRIGHT

You may only copy material in accordance with the Copyright Act 1968. For study and research purposes, you are allowed to copy:

- one chapter or 10% of a book, or
- one chapter, or 10% of the number of words of text materials in electronic form, or
- One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artist, dramatic, film and musical works are also covered by copyright legislation.

Remember to reference carefully the copyright works you use in order to avoid plagiarism which is considered a breach of academic integrity (academic misconduct).

FOOD AND BEVERAGES IN LEARNING AREAS

Food at the Learning Sites

The presence and/or consumption of any variety of food in classrooms/learning areas are strictly prohibited. You are responsible for ensuring that food is not taken into classrooms/learning areas. Training staff are responsible for monitoring and addressing any issues with the presence/consumption of food in classrooms.

Note: It is acceptable for you to carry food (securely) inside bags, which are taken into classrooms/learning sites.

Beverages in Classrooms

Hot beverages are not permitted in classrooms/learning sites. Cold beverages must be carried in a secure container/bottle to minimise spills and leakage. You are responsible for the sensible storage and consumption of beverages in classrooms and for the removal, and correct disposal of drink containers, from classrooms.

OCCUPATIONAL HEALTH AND SAFETY

The safety students and staff at MST is one of the most important responsibilities which need to be carried out. To ensure a safe environment, you are required to:

- Use and take reasonable care of any protective equipment that is provided
- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery
- Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- Report unsafe acts or equipment to a trainer and observe good housekeeping practices
- Report all injuries or near misses to a trainer
- Ensure that your conduct does not interfere with:
 - RTO property
 - RTO staff safety or welfare, or with others' ability to perform their duties
 - Student safety or welfare, or others' ability to participate in and benefit from instruction.

FIRST AID

First Aid kits are available at a number of locations throughout MST. A member of staff trained in First Aid should be sought to carry out any treatment necessary. Students should not handle injuries which involve spilled blood without wearing gloves, and all blood spills must be doused with chlorine.

ACCIDENT AND EMERGENCY SITUATIONS

You are advised that MST staff is not permitted to transport injured/unwell students to hospital, therefore an ambulance will be called in case of an emergency.

Emergency Services



Police 000



Fire 000



Ambulance 000

Company Doctor

Wyndham Health Care, 233 Heaths Rd, Werribee 3030
Phone: 03 749 2766

Werribee Mercy Hospital

300 Princess Hwy, Werribee 3030
Phone: 03 8754 3000

GUIDELINES AND PRECAUTIONS:

- Report all accidents, injuries and near misses to staff where the incident is recorded in an incident register.
- Fire drills may be held and evacuation information is posted in buildings.
- Plant and equipment should only be operated under the supervision of the trainer.
- Long hair should be tied back when using machinery.
- Sturdy footwear is essential (steel cap boots can be purchased from MST) no thongs or sandals are to worn.
- Eating and drinking is not encouraged in classrooms/workshops (water is allowed). Students are responsible to ensure classrooms remain clean and tidy.
- Protective clothing must be worn and will be supplied throughout your course.

ACCESS AND EQUITY

All MST staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. MST has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to **Complaints and Appeals policy**).

MST acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986
- The Age Discrimination Act 2004
- The Disability Discrimination Act 1992
- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The Privacy Act 1998

All legislation can be accessed at: www.comlaw.gov.au

MST fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, and physical or intellectual impairment.

All MST staff is required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a MST Representative, please contact the Administration Manager, on 1800 754 557.

PRIVACY

In accordance with our **Privacy policy**, we are committed to protecting the privacy and personal information of all of our students except as required under the Standards for NVR Registered Training Organisations, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student. A copy of the Privacy Policy Statement is available upon request by contacting the Administration Manager on 1800 754 557.

RIGHTS TO ACCESS INFORMATION

Under the Privacy Act, clients have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require MST to amend the information.

To access the information and course progress clients are required to contact the Administration Manager in writing requesting access. The Administration Manager must verify the client's identity through either presentation of appropriate identification or answering a series of specific security questions. Both the client and the Administration Manager, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of up to seven (7) days before access is granted.

FURTHER INFORMATION

To obtain further information about the Privacy Policy or access to personal information, please contact the Administration Manager on 1800 754 557.

Staff Confidentiality

Staff must be aware of the Privacy Act 2001, and its requirements, and must at all times ensure client information remains confidential.

No staff member is to release any information about clients to any third party unless prior written authorisation is obtained from the client or disclosure is required by law.

VICTORIAN GOVERNMENT VET STUDENT ENROLMENT PRIVACY NOTICE

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

Trade Training Group Pty Ltd trading as MultiSkills Training is required to provide the Department with student and training activity data. This includes personal information collected in the Trade Training Group Pty Ltd trading as MultiSkills Training enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Trade Training Group Pty Ltd trading as MultiSkills Training provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by [RTO]; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please refer to the Complaints section in this handbook or by contacting the Administration Manager on 1800 754 557 or by email info@multiskills.com.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to:

<http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

STUDENT SUPPORT AND WELFARE

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at MST will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. Whilst all staff employed by MST has the responsibility to provide support to all students, MST shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard MST hours of business.

Students can access the Student support officer directly or via Administration and an appointment will be organised as soon as practical. Currently the role and responsibility this 'Student Support Officer' is maintained by the Training Manager.

The Training Manager is able to provide links to external sources of support where the staff at MST is not qualified or it is in the student's best interests to seek professional advice. This is provided in form of the **Student referral guide**. You may request for one by emailing info@multiskills.com.au

In the case of an emergency the student must contact '000' via telephone or 112 via mobile to report the emergency to appropriate authorities.

GENERAL WELFARE INFORMATION

General student welfare assistance is available for further support services through outside agencies. Below is a list of contact details for a number of outside agencies. Please speak to Student Support Officer for further information or refer to the **Student referral guide**.

The Salvation Army – 24 hour homelessness assistance

Phone: 1800 825 955

Lifeline – for emotional support 24 hours a day

Phone: 1800 825 955

The Salvation Army - West Melbourne (Flagstaff Crisis Accommodation)

Address: 9 Roden St, West Melbourne

Phone: 03 9329 4800

Headspace - Western Melbourne (VISY Cares Hub)

Address: 80b Harvester Road, Sunshine

Phone: 03 9091 8222

Women’s Domestic Violence Crisis Service

Phone: 1800 015 188

Alcohol and Drug Information Services

Phone: 1800 888 236

Youth Support Services

Phone: 03 9321 2912

Homelessness and Drug Dependence

Phone: 03 9321 2955

Welfare Assistance

Phone: 1300 305 330

Adult Outreach

Phone: 03 9321 2977

DISABILITIES

MST is dedicated to providing fair and equitable opportunities for all, including people with a disability. We follow the Disability Standards for Education 2005 (Vic).

MST will do what it can to ensure that people with a disability can participate in all training and assessment activities. For example, training materials may be printed with a larger font for people with eyesight problems or assessments may be adjusted to give the person with the disability the same opportunity as someone without. Such adjustments, though, have to be reasonable – that is, they must not cause undue hardship for the RTO or to other students and they should not compromise the integrity of the training package.

If you have a disability and did not mention this on the enrolment form, speak with your trainer. Any information you give will be kept confidential. All staff are instructed to act sensitively and with consideration at all times.

ABOUT VOCATIONAL EDUCATION AND TRAINING

TRAINING PACKAGES

Training packages are nationally endorsed standards and qualifications which have been developed to meet the needs of a specific industry or industry sector.

National endorsement ensures that the level attained for each qualification will be the same regardless of where in Australia that qualification was obtained. This makes it easier for students to move between states and territories and for employers to hire people who have worked for other companies or moved from interstate.

Training packages are developed and constantly updated with input from industry representatives to make sure that the learning content and the standards set continue to be relevant and responsive to the needs of industry and the individual enterprise.

QUALIFICATIONS

Training Packages consist of a number of Qualifications which break down the skills and knowledge into specific areas of expertise and level required. Whilst both of these operate in the same industry, they require a slightly different set of skills and knowledge. Qualifications also have AQF levels such as Certificate II, III, IV or Diploma. Generally, a Certificate II would be suitable for someone who has just left school and has never worked in this industry before. Certificate III level is suitable for a person who may have worked for a little while in this or another industry. Certificate IV is suitable for someone already skilled in the basics of this industry but who would like to gain more specialised skills and possibly some supervisory work as well. Diploma level would be suitable for a person who has a great deal of experience in the industry and some experience leading a team and would like to move into the administration and management of a facility.

UNITS OF COMPETENCY

Each qualification is then broken down into Units of Competency or “subjects”. These units are the topics or individual tasks that are needed to carry out the job role in that industry.

Someone who has completed a Certificate III would be expected to be able to carry out these tasks without direct supervision but would not have responsibility for anyone else’s work.

Each qualification will have a different number of units that need to be completed. Some are Core units – these are ones that must be included – and then a number of Elective units which allow the student to tailor part of their qualification to suit their particular work environment.

COMPETENCY BASED TRAINING

The underlying principle of competency based training is that competency is recognised based on what a person can do and what they know, not how long they have spent learning.

This makes competency based training very flexible with regard to how long it takes to gain a qualification and where the training can occur. Competency based training is suitable for both workplace and classroom delivery.

The support given to the student, and the opportunities that are provided to learn and practice new skills, will directly influence the time needed to complete the qualification.

ASSESSMENT

In competency based training there is no “pass” or “fail”. Assessment is simply the demonstration of the specified skills and knowledge to the required level. If this is done, the student is “competent”. If the assessment does not produce enough evidence to demonstrate the requirements, then the student is “not yet competent” and is given further opportunities to gather additional evidence.

Each of the units will be assessed in a number of different ways and may include, but not limited to:

- Question and Answer – either written or verbal
- Observation of the student by the assessor (Direct)
- Third Party Observation by the workplace supervisor (Indirect)
- Written – usually activities, research projects or short reports/essays
- Samples of work produced
- Supplementary evidence such as policies and procedures from the workplace

Assessment is all about collecting enough evidence to show that the student is competent in the skills and knowledge specified by the Unit of Competency. When collecting and assessing the evidence the following must be considered:

- The evidence must meet the needs of the training package. This means that that the assessment tasks are in line with the unit of competency requirements.
- The evidence must be authentic. This means that the work must be the student’s own and not copied from somewhere or someone else. If another person’s work is referenced the source must be acknowledged.
- Tasks must be demonstrated under real workplace conditions. The assessment should show that the student can manage themselves and their time during the tasks, deal with unexpected situations, and do all this under real workplace conditions. If the training has occurred in a classroom, the environment should simulate a workplace as much as possible.
- Assessments must be fair. This means that if a student has any special characteristics that may affect their ability to do a particular assessment task, then adjustment should be made to that task as long as the outcomes of the unit are still demonstrated. For example, someone with poor eyesight may have the written material provided in large print or someone with a physical disability may be able to have someone scribe for them. Fairness is also making sure that the student understands the requirements of the assessment and is willing to be assessed at that time. It is also fair that a student is able to appeal against an assessment decision.

- Assessment should be flexible. This means that there should be a number of different assessment approaches and methods that can be used to suit different situations. Flexibility also applies to recognising your skills and knowledge no matter where or how you learned them, this may be through RPL or Credit Transfer.
- The assessment should be reliable. This means that the assessment will produce consistent evidence when used by different students and that different assessors will make the same decision based on the evidence.
- The assessment process must be valid. This means that all the points above have been met and that the assessment actually assesses what it says it will.

Prior to the assessment taking place, the trainer will give the student an assessment workbook which contains the tasks that need to be completed and instructions on what needs to be achieved in order to be deemed competent.

ASSESSMENT APPEALS

Where a student wishes to appeal an assessment, they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

For further information please refer to the **Complaints and Appeals policy and procedure**.

The **Complaints & Appeals Form** is available for download from the MST web site or by contacting the Compliance Manager on 1800 754 557.

ACADEMIC MISCONDUCT POLICY & PROCEDURE

1. Policy

This policy and procedure ensures that MultiSkills Training is able to detect and react appropriately to all / any forms of plagiarism and cheating that is uncovered to be occurring by students enrolled.

The following procedure provides a guideline to the requirements of staff within the RTO in uncovering such misconduct from students, ensuring that appropriate action is taken after the required processes have been followed.

It is MultiSkills Training intention to manage plagiarism appropriately for the protection of the RTO's reputation and the standards of current and future students.

Definitions:

Plagiarism:

It is the act of presenting another person's work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Plagiarism is a considered academic dishonestly and is a form of cheating.

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

2. Procedure

2.1 Actions to prevent plagiarism

Students are made aware of the **Academic Misconduct Policy and Procedure** through the student induction process and the Student Information Handbook and can access this through Administration.

Trainers and Assessors are to regularly reinforce the consequences of plagiarism and cheating and should provide clear guidance to the students that identify the assessment conditions.

All assessments/assignments are to include a '**Student Declaration**' that is signed by the student to certify that no part of the assignment has been copied from another person's work (except where

documents or work is listed/ referenced, and that no part of the assignment has been written for them by another person.

2.2 Monitoring and Identification of Plagiarism and/or Cheating

Trainers and Assessors are required to undertake checks of students work for any plagiarised content or cheating that has occurred. This will be achieved through a *sampling* process.

The RTO has determined that **5% of student work will be sampled** for cheating and plagiarism.

Such forms of identifying plagiarism and cheating may include but are not limited to tasks such as:

- Cross referencing the work with other students assessments for the same unit
- Conducting a general internet search on the topic of the assessment
- Checking the students work against the online encyclopaedia 'Wikipedia'

2.3 Action

Where possible plagiarism or cheating is identified through the sampling process the Trainer and Assessor is required to put the matter to the student. The Trainer / Assessor is required to clearly identify the passages or content which are alleged to be plagiarised and their source.

Where cheating is suspected the matter must be reported directly to the Compliance Manager. It is imperative that any Trainer and Assessor who suspects that they have detected plagiarism or another form of cheating, must produce evidence (through identifying the source) to support their allegation.

This evidence is to be taken to the Compliance Manager and a written report of the matter is to be provided. To decide if the occurrence was intentional or unintentional, the Compliance Manager will give the student(s) an opportunity to respond by scheduling a meeting to discuss the particulars of the plagiarism or cheating matter. The student is to be informed of the penalties that may be applied if plagiarism and/or cheating is to have occurred.

If plagiarism and/ or cheating were deemed to have had occurred by the Compliance Manager then the following may occur:

- the student may be suspended from undertaking the course for period of time appropriate to the offence
- the student may be permanently removed from undertaking the course and their enrolment cancelled
- the student may be counselled on plagiarism / cheating

The Compliance Manager and Chief Executive Officer are to use their discretion in imposing a sanction for any confirmed cheating or plagiarism act that is appropriate to the offence.

The Student is to receive written notification of the decision within 10 days of the Compliance Manager being made aware of the suspected plagiarism/ cheating matter.

If the student does not agree with the RTO's decision, then they are able to access the **Complaints and Appeals Policy and Procedure** to have the matter reviewed. This is to be submitted within 10 working days of the decision.

ISSUING STATEMENT OF ATTAINMENTS AND CERTIFICATES

1. Issuing of Statements of Attainments and Certificates

MST will only issue AQF certification documentation to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course and has paid for the course in full.

Qualifications:

- Qualifications will be issued to students within 30 calendar days that have been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course (subject to fees being paid).
- The Qualification will be accompanied by a 'Record of Results' that will identify the units completed as part of the Qualification.

Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students within 30 calendar days that have been assessed as meeting the requirements of the training product as specified in the relevant unit of competency.
- A Statement of Attainment will generally be issued when a student withdraws or cancels their enrolment in a Qualification and have successfully been assessed in one or more units of competency, or if they enrol and undertake in a single Unit of Competency.
- A Statement of Attainment will normally consist of a single page, however it may run on to a further page (the back of the document) where there is a long list of competencies.

Issuing duplicate Statements of Attainment or Certificates

- A student wanting to request a duplicate Qualification or Statement of Attainment should complete an application in writing to the Student Administration Manager admin@multiskills.com.au. The replacement qualification form can be downloaded from the policies and procedures page on the website.
- The cost for re-issuing Qualification / Statement of Attainment is \$25.00
- Prior to re-issue, all duplicate Qualifications or Statements of Attainment must be approved by the Administration Manager.
- All duplicate testamurs are to be issued within 10 working days from receipt of payment.
- The written request and copy of duplicate Qualification or Statement of Attainment will be filed with the original client record.

THE ENROLMENT PROCESS

ENTRY REQUIREMENTS

Please contact MST to check for any entry requirements or any pre-requisites that are required for entry.

PRE-ENROLMENT

Before enrolment into a course, contact is made with students and employers (where appropriate) to ensure that all parties are fully informed of the requirements, options, rights and responsibilities of the learning program.

PRE-TRAINING REVIEW

The pre-training review is conducted to ensure that the most appropriate training program is developed for the individual student. The following are discussed and confirmed:

- The qualification being undertaken
- The most appropriate AQF level
- The specific stream or choice of elective units
- Applying for Recognition of Prior Learning (RPL) or Credit Transfer (CT)
- The Language, Literacy and Numeracy (LL&N) requirements of the qualification
- LL&N support that may be required
- Other support that the student may need to complete the qualification
- Where and how will the training occur
- Where and how will the assessment occur
- The people involved in the training and assessment
- The rights and responsibilities of the RTO, student and employer (if applicable)

Following confirmation of the above, an individual training plan is generated and training can commence.

LANGUAGE, LITERACY AND NUMERACY (LLN)

MST recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student at one of the following outside agencies:

- AMES 13 26 37
- Reading Writing Hotline 1300 655 506
- Holmesglen 03 9564 1555
- Kangan Institute 13 82 33

If you are still experiencing Language Literacy or Numeracy difficulties that affect your training program, we encourage you to raise the matter directly with your Trainer.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired, whether through formal or informal training or through work and life experience. Each student is offered the opportunity to submit a request and be assessed for RPL. Evidence of these skills must be current and must match the stated units of competency. RPL is assessed by the completion of one or a combination of the following:

- Review of Evidence including relevant qualifications
- Interview
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Written/Oral reviews

The Application for RPL/CT Form is available by contacting the Administration Manager on 1800 754 557.

CREDIT TRANSFER (CT)

In line with our regulatory guidelines, MST will accept the credentials issued by another RTO. The credential may be a Statement of Attainment for specific modules or units of competency or it may be a complete qualification. A Credit Transfer applies where the unit or module code for the qualification already held matches the unit or module code for the qualification being sought. Where a code does not match exactly, the student is encouraged to apply for RPL. Frequently where a qualification is simply out of date, the only evidence needed for RPL is to show that the skills and knowledge are still current and being applied in a workplace.

When applying for a Credit Transfer the student must produce the original of the Qualification or Statement of Attainment which includes the list of competencies attained with unit code and title.

The Application for RPL/CT Form is available by contacting the Administration Manager on 1800 754 557.

INDIVIDUAL TRAINING PLAN

The training plan is an agreement between the student and MST, which sets out the training conditions and the type of training to be undertaken. Students have the right to negotiate with MST to develop a plan that recognises the skills already attained, and the best options for training delivery, supervision and workplace support.

Training plans vary but must include:

- Student details
- RTO details
- The qualification being undertaken and the core and elective competencies needed to achieve it.
- A list of units of competency for which RPL or Credit Transfer have been granted.
- Indicative starting and finishing dates.
- Delivery options i.e. how, when and where the training will be delivered e.g. on-the-job, in the classroom, self-paced learning.
- The name(s) of the Trainer(s) and Assessor(s) involved in the training and assessment of each unit of competency.
- Methods and indicative dates of assessment and records of results.
- Where and how will the training occur
- Where and how will the assessment occur

COURSE WITHDRAWAL

If you are unable to attend your booked course, you must give three days' notice prior to course commencement date. Cancellations less than 3 days of course commencement date or thereafter, will incur a cancellation fee. Courses with insufficient participant numbers may be cancelled and/or rebooked. We will contact you prior to course commencement date to advise of cancellation and a choice of rebooking or full refund, as per **MST refund policy and procedure**.

Should a student wish to withdraw from a course, they should discuss this with the trainer. If the reason for withdrawal is difficulty with the program, the trainer or Student Support Officer (Training Manager) may be able to provide assistance which will allow the student to complete the studies.

COURSE DEFERMENTS

In certain circumstances it is possible to defer a course. Student must speak with the Administration Manager prior to the course end date to ensure their enrolment is extended otherwise the enrolment will be cancelled at the nominal end date.

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives you access to your online account which is made up of ten numbers and letters.

It will look something like this: *3AW88YH9U5*. A USI will contain all your nationally recognised training records from 1 January 2015.

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;
- School student completing nationally recognised training; or
- Student continuing with nationally recognised training.
- You are a continuing student or 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 transcript;
- Control access to your transcript; and
- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Your enrolment into a course may be affected if we are unable to verify your USI number.

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

How to get a USI

Visit:

<http://www.usi.gov.au/Pages/default.aspx>

Individuals can create their USI for free by themselves. It is a quick and easy process and will only take a few minutes of your time. Or if you like you can learn more about the steps to create a USI below.

- **Step 1 Get at least one form of ID from the list below ready:**
 - Driver's Licence
 - Medicare Card (this includes a current family Medicare card where your name is included)
 - Australian Passport
 - Non-Australian Passport (with Australian Visa) for international students
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate Of Registration By Descent
 - Citizenship Certificate
 - ImmiCard

IMPORTANT: The details you enter when you create your USI must match exactly with those shown on the form of ID used.

If you have no form of ID from the list above, please contact MST

For more information on proof of ID and different types, please visit:

<http://www.usi.gov.au/help-centre/proof-of-ID/Pages/proof-of-ID.aspx>

- **Step 2:** Click on 'Student Entry' from the Homepage.
- **Step 3:** Click on 'Create your USI' at the top of the page.
- **Step 4:** Click 'Continue' at the bottom of the page.
- **Step 5:** Agree to the terms and conditions.
- **Step 6:** Fill in your personal and contact details.
- **Step 7:** Enter the requested details as shown on your form of ID (see list above).
- **Step 8:** Set your USI account password and questions for security.
- **Step 9:** Your USI will now be displayed on the screen.
- **Step 10:** You should write down your USI somewhere safe.
- **Step 11:** Your USI will also be sent to you by either your email, phone or by mailing address (which ever you choose as your preferred contact method when creating your USI).
- **Step 12:** Be sure to bring your USI with you each time you enrol in VET.

And remember creating your USI is free!

Duplicate USI

When you create your USI the system will check existing accounts and advise if there is a USI account already established. If you or your training organisation become aware of the possibility of you having two USIs, either party should report the issue to the USI Office. The USI Office will work with the relevant parties to resolve the issue and advise you of the outcome.

Forgotten USI

If you forget or lose your USI you can retrieve it online. You will need to enter a few details to verify who you are to display your USI. The details must be the same as those you entered when you applied for a USI or, if you did so, when you last updated your USI account.

If you already hold a USI please email the number to usi@multiskills.com.au or alternatively call 1800 754 557.

For more information please visit: usi.gov.au

Or contact: usi@industry.gov.au

Phone: Skilling Australia Information Line – 13 38 73

GOVERNMENT SUBSIDISED COURSES

Am I eligible for a government subsidised training place?

Generally, you are eligible for a government subsidised training place if you are:

- An Australian citizen
- An Australian Permanent Resident (holder of a permanent visa)
- A New Zealand citizen

And are any of the following:

- Under 20 years of age
- Seeking to enrol in a Foundation Skills List Course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- Seeking to enrol in VCE or VCAL
- Seeking to enrol into an apprenticeship
- 20 years and older and “up-skilling” by seeking to enrol in a course at a higher level than your existing qualification

Current school students

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Skills First Program, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship.

How many courses am I eligible for?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at the Certificate IV level (or above).

This restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification (at the same or a different provider). In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

Please be advised that enrolling in Government funded subsidised courses may affect your future training options and eligibility for further Government subsidised training under the Skills First Program.

Falsifying any information regarding eligibility for Government funding may result in you having to pay back the Government for the subsidised training

What are the fees?

The Victorian Government will help cover the cost of training in a government subsidised place. You may still be required to cover some of the cost by paying tuition fees.

The student tuition fees as published are subject to change given individual circumstances at enrolment

What if I want to study but am not eligible for the subsidy?

You can still study at your choice of training provider if places are available, but you may not be able to access a government subsidised tuition fee.

Where can I get more information?

Call in and see us or call us on 1800 SKILLS (1800 754 577) or email info@multiskills.com.au or visit <https://www.education.vic.gov.au/training/providers/funding/Pages/skillsfirst.aspx>

SKILLS FIRST QUALITY CHARTER.

MultiSkills Training abides by the Skills First Quality Charter in all aspects of its operations in the delivery of Victorian subsidised courses.

FEES AND CHARGES

GENERAL

The Enrolment fee must be paid in full at the time of enrolment except where fees and charges exceed \$1000.00.

MST may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, MST will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.00.

MST will charge a re-assessment fee for both Funded and Fee-For-Service students with the exception of students enrolled in the Skills Uplift Pilot Program and Certificate III in Demolition - Traineeship.

All students will receive a booking letter prior to enrolment which will list details of the course and specific fee information.

Further, MST Student Administration and Trainers will explain all fees, including re-assessment fees prior to commencement of training and students are required to acknowledge that they have been advised of all fees and charges.

For all fees and charges, refer to the MST website: <http://www.multiskills.com.au/>

or, contact our Administration staff on 1800 754 557.

ADDITIONAL CHARGES

Additional charges (if applicable) will be fully disclosed to students prior to enrolment during the pre-training process. Additional charges and fees may be applicable to (but not limited to):

- Re-issue of certificate or statement of attainment
- Specialised course equipment such as uniforms and textbooks
- Excursions and site visits
- Specialised student support services which may require outside agencies
- Re-assessment fees (excluding Skills Uplift Program and Certificate III in Demolition – Traineeship students)

Exact additional fees and charges for each course is published on the MST website, booking letter and Pre-training Review.

REFUNDS POLICY & PROCEDURE

Policy:

This policy/procedure provides all staff and clients information on the refund arrangements that are in place within MultiSkills Training (MST).

The following procedures ensure all clients are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Administration Manager and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Handbook
- The RTO's website
- The Enrolment Form / Fee for Service Agreement which is completed and signed prior to acceptance into a course of study with MultiSkills Training.

Procedure:

Refund applications

- Any student wishing to apply for a refund must complete a **'Refund Application Form'** and submit this form to admin@multiskills.com.au The application form can be accessed by:
 - Contacting Administration
 - Visiting <http://multiskills.com.au/policies-procedures>
- All 'refund applications are to be assessed and approved by the **Administration Manager** and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the Administration Manager is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note: Where the student breaches the MultiSkills Training Policies and Procedures no refund is payable.

Refunds due to non-delivery of a course by MST

Tuition fees and/or material fees are to be refunded in full if the MST is unable to commence the course as agreed due to unforeseen circumstances.

Any 'unused tuition' fees are to be refunded where the MST is unable to complete the course due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, MultiSkills Training may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to

this arrangement, MultiSkills Training will not be liable to refund the money owed for the original enrolment.

In the instance that MultiSkills Training can't provide an alternative course we will find another training provider for you to complete the relevant course as per your original enrolment at no extra charge.

Refunds based upon student application

A full refund will be applied if five business days' notice is provided prior to cancellation. Cancellation within 5 business days or failure to attend will incur forfeiture of full payment with no refund applicable. Alterations to booking dates or transfers to a different course cannot be made within 5 business days of the course commencement date.

Outline of Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course relevant to original enrolment
The RTO is unable to continue to deliver the course as agreed.	Full refund or alternative placement in a course relevant to original enrolment

Outline of Refund Arrangements (Skill Set Courses)	
Cancellation by student/client with more than 5 business days' notice	Full refund or alternative placement in a course relevant to original enrolment.
Cancellation by student/client with less than 5 business days' notice	No refund*
Non-attendance to course without prior notification	No refund*
Withdrawal after course commencement	No refund*

Outline of Refund Arrangements (Full Qualification)	
Withdrawal prior to agreed start date	Full refund
Withdrawal 1-3 weeks after course commencement	Full refund
Withdrawal 3 + weeks after course commencement	Partial refund (pro-rated, total payment divided by total number of weeks attended)

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Administration Manager and shall be assessed on a case by case situation.

Appealing refund decisions

- All clients have the right to appeal a refund decision made by MultiSkills Training by accessing the complaints and appeals policy and procedure.
- Clients wishing submit an appeal of the refund decision should refer to the **Complaints and appeals policy and procedure**.
- This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that the client provides MultiSkills Training or that MultiSkills Training collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

STUDENT SURVEYS AND FEEDBACK

Under regulation, MST is obligated to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER).

Students may receive a NCVER survey and/or an invitation to participate in a Department of Education endorsed project and/or being contact by the Department of Education (or persons authorised by the Department for audit or review purposes.

In order to improve the quality of our training and assessment services, MST will collect, analyse and act on data received from students. This data is collected in the form of a Student Survey Questions (SSQ) which invites students to respond to questions on the following topics:

- Marketing and Recruitment
- Enrolment
- Support and Progression
- Training and Assessment
- Completion

The SSQ is usually conducted at the end of your course or block and is then analysed by MST which provides data to improve the quality of training, assessment and related services. The Compliance Manager is required to analyse and report survey findings to both senior management, trainers, sales & marketing as well as student administration.

EMPLOYER/CORPORATE SURVEYS AND FEEDBACK

Under regulation, MST is obligated to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER).

Employers may receive a NCVER survey and/or an invitation to participate in a Department of Education endorsed project and/or being contact by the Department of Education (or persons authorised by the Department for audit or review purposes.

MST surveys employers/corporates to provide valuable feedback in relation to all facets of its operations. The surveys consist of both on-line and in-person interviews and the results will be analysed and reported to both senior management, trainers, sales & marketing as well as student administration

HUMAN AND PHYSICAL RESOURCES

HUMAN RESOURCES

MST is committed to a high standard of training through association with high quality trainers and assessors with:

- A thorough knowledge of their field through formal study and practical on-the-job learning
- Extensive experience in industry in their field
- Appropriate qualifications and experience in training and assessment.

Trainers maintain their currency with industry developments by working in industry and participating in industry training programs. In addition, they participate in ongoing training to enhance their training and assessment skills.

PHYSICAL RESOURCES – MST PREMISES

Where appropriate, clients have access to, or provision of, the necessary facilities, materials, equipment. These may include (but are not limited to):

- Training Room Facilities
- Adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods.
- Provision of comfortable chairs, designed for use over sustained periods.
- Adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli.
- Tables that are suitable for writing and which do not cramp clients for space.
- Clear sight and hearing from all points and to the point of presentation.
- Audio visual equipment that is not intrusive.
- Strategically placed power points.
- Clearly accessible amenities such as toilets and drink stations.
- Telephones placed away from training rooms.
- Rooms located away from external noise of any kind likely to disturb proceedings.
- Pleasing overall aesthetics.
- Shape and size of the room(s) and the type of furniture conducive to varied layouts.
- Resources in line with the field of study being undertaken
- Reference Materials
- Refreshment Facilities
- Powered mobile plant (excavators, rollers, skid steers, backhoe/loaders etc.,)
- Scaffolding, associated tools and peripheral equipment
- Cranes, slings and various items used for loads
- Forklift trucks
- Safety equipment, bollards, signage
- Maintenance tools and servicing equipment

COMPLAINTS AND APPEALS POLICY & PROCEDURE

1. Policy:

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by MST will be viewed as an opportunity for improvement.

Despite all efforts of MST to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

1. Procedure:

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the **Student information handbook**.

1.2 General complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to MST with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Where a complaint is to be made it should be initiated with a formal submission of the complaints and appeals form as soon as possible after the event that has caused the complaint, but no more than **20 working days** from the event.
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times. Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the **'Complaints and Appeals Form (See Appendix B)'** and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website.

- All formally submitted complaints or appeals are submitted to the Administration Manager. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the Complaints Register which is monitored by the Administration Manager regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- The Administration Manager will provide a reference number, in writing, that is generated by **Complaint Register** to the complainant to confirm receipt of the complaint.
- All complaints received will be reviewed by the Administration Manager. The complaint will be reviewed as soon as practical after submission and the Administration Manager will then identify the nature of the complaint, and the relevant parties involved in the complaint.
- The Administration Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint, within **10 working days** and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. Students will be kept informed of any delays in making this decision and kept informed at all times.
- In the event that the complaint is in relation to a serious breach of conduct by a student or employee of MultiSkills Training, the Administration Manager shall inform the CEO immediately. In certain circumstances the CEO may deem it necessary to take immediate action such as suspension of studies or employment, or changes to timetable or classes, while the complaint is dealt with to prevent further escalation of an issue. This type of action will only be applied where there has been any action that poses a threat to others safety or well-being.
- Once a decision has been reached the Administration Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- In the unlikely event that the complaint is not finalised within **60 calendar days**, the RTO shall ensure that the complainant shall be provided reasons for the delay in writing and will be regularly kept informed and updated of the progress of the matter.
- The Administration Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any

decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.

- Copies of all documentation, outcomes and further action required will be placed into the '**Complaints Register**' by the Administration Manager and on the students file / complainants file. Records shall be maintained as private and confidential and shall be maintained for 7 years.

1.3 Appealing a decision

All complainants have the right to appeal decisions made by MST. The areas in which a complainant may appeal a decision made by MST may include:

- Assessments conducted
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
 - Or any other conclusion / decision that is made after a complaint has been dealt with by MST in the first instance.
- Any appeal on an RTO decision must be made within **20 working days** of receiving notification of the original decision from the RTO.
 - To activate the appeals process the complainant is to complete a '**Complaints and Appeals Form**' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Department.
 - The Administration Manager will provide, in writing, a reference number, generated by **Complaint Register** to the appellant to confirm receipt of the appeal.
 - The Administration Manager shall then review the appeal details and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
 - The Administration Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the appeal, within **10 working days** and keep the appellant informed of any decisions or outcomes concluded, or processes in place to deal with the appeal. Students will be kept informed of any delays in making this decision and kept informed at all times.
 - In the unlikely event that the appeal is not finalised within **60 calendar days**, the RTO shall ensure that the appellant shall be provided reasons for the delay in writing, and will be regularly kept informed and updated of the progress of the matter.
 - The Administration Manager shall ensure that MST acts on any substantiated appeal.
 - Copies of all documentation, outcomes and further action required will be placed into the '**Complaint Register**' by the Administration Manager and on the students file / appellants file. Records shall be maintained as private and confidential and shall be maintained for 7 years.
 - The Administration Manager shall ensure that the RTO will act immediately on any substantiated appeal. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.

- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

1.4 General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify MST in writing within **20 working days** of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Student Administration Manager and they shall ensure the details of the appeal are added to the '**Complaint Register**'.
- The Administration Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the '**Complaint Register**' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify MST if they wish to proceed with the external appeals process.

1.5 Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department within **20 working days** and the appeal shall be entered into the '**Complaints Register**'.
- The Administration Manager shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by MST.
- The student shall be notified in writing of the outcome with reasons for the decision, and the '**Complaints Register**' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify MST if they wish to proceed with the external appeals process

1.6 External Appeals and Further Information:

External Appeals:

In addition to the above internal processes, if students enrolled with MST are still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application with an external dispute resolution process by a relevant body appointed for this purpose (See below for contact details).

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant MST shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student's grievance as soon as practicable.

The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.

- All records and correspondence in relation to an external appeal shall be maintained with the initial Complaints Register and internal appeal documentation within the 'Complaints Register' and the student file for a minimum of 5 years.

Victorian Based Students:

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding Complaints Register or issue with the Complaints Register handling process.

Further details and office locations for this service are available from

<http://www.disputes.vic.gov.au/>

Organisation:	Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/)
Contact Point:	<u>Melbourne Office:</u> Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888 Fax: 8684 1311

Further information

If a client (learner or other client) is still dissatisfied with the decision of the RTO, they may wish to seek legal advice or place a Complaints Register about the RTO to ASQA directly (Please be aware that ASQA does not act in a mediation capacity).

If, after the RTO's internal Complaints Registers and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a Complaints Register to ASQA by completing the online Complaints Register form:

<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

Except in exceptional circumstances, you must attach evidence to your Complaints Register form showing:

- That you have followed your RTO's formal Complaints Registers procedure, and
- The RTO's response

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes. Australian Skills Quality Authority (www.asqa.gov.au)

- Melbourne—Level 6, 595 Collins Street
- Brisbane—Level 7, 215 Adelaide Street
- Sydney—Level 10, 255 Elizabeth Street
- Canberra—Ground Floor, 64 Northbourne Avenue Canberra City
- Perth—Level 11, 250 St Georges Terrace
- Adelaide—Level 5, 115 Grenfell Street
- Hobart—Level 11, 188 Collins Street

Phone: 1300 701 801

LEGISLATION

MST is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training please contact MST. Legislation we are subject to includes (but is not limited to):

The Commonwealth Privacy Act 1998 (amended by the Commonwealth Privacy Amendment (Private Sector) Act 2006)

For more information please visit:

<http://www.privacy.gov.au>

Standards for Registered Training Organisations (RTOs) 2015

For more information please visit:

<http://www.comlaw.gov.au/Details/F2014L01377>

The Equal Opportunity Act 2010 (Vic)

For more information please visit:

<http://www.legislation.vic.gov.au>

The Occupational Health and Safety Act 2004 (Vic)

For more information please visit:

<http://www.legislation.vic.gov.au>

Occupational Health and Safety Regulations 2017

For more information please visit:

<http://www.legislation.vic.gov.au/>

The Victorian Information Privacy Act 2000 (Vic)

For more information please visit:

<http://www.legislation.vic.gov.au>

Charter of Human Rights and Responsibilities Act 2006 (Vic)

For more information please visit:

<http://www.legislation.vic.gov.au>

Working with Children Act 2005

For more information please visit:

<http://www.legislation.vic.gov.au>

The Racial and Religious Tolerance Act 2001 (Cth)

For more information please visit:

<http://www.comlaw.gov.au>

The Sex Discrimination Act 1984 (Cth)

For more information please visit:

<http://www.comlaw.gov.au>

The Disability Act 2006 (Cth)

For more information please visit:

<http://www.comlaw.gov.au>

The Copyright Act 1968 (Cth)

For more information please visit:

<http://www.comlaw.gov.au/Details/C2014C00291>

National Standard for Licensing Persons performing High Risk Work

For more information please visit:

http://www.safeworkaustralia.gov.au/sites/swa/about/publications/Documents/268/NationalStandard_LicensingPersonsPerformingHighRiskWork_2006_PDF.pdf

Aged Care Act 1997

For more information please visit:

<http://www.comlaw.gov.au/Details/C2014C00810>

DOCUMENT CONTROL INFORMATION

Document Name:	Student information handbook
Document No.:	7585
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