



# STUDENT INFORMATION HANDBOOK



## CEOS Message

Welcome to MultiSkills Training.

Taking this step towards attaining the skills and knowledge you need in order to gain employment, expand your skill base or take a different path in your career is very important to you. The outcome we strive for is to give you an enjoyable and rewarding experience.



At MultiSkills Training we are passionate and committed to deliver the best quality training and assessment practice, our objective is to provide a great experience for our learners and equip them with job-ready skills and knowledge.

Our team of vocational education professionals are experts in their fields, they regularly engage with industry to keep their skills and knowledge current.

We are very proud of our organisation's inclusive values and culture; we respect all individuals. All of our staff take great pride in seeing our students succeed and in knowing they have helped you to develop the skills you need to reach your full potential.

I would like to take this opportunity to thank you for choosing MultiSkills as your training provider.

I wish you every success in your future endeavours.



Lionel Skinner

CEO

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### MultiSkills Information

RTO ID #	40846
Phone number:	1800 754 557
Email:	info@multiskills.com.au
Website	www.multiskills.com.au

### MultiSkills Site Address

Head Office Address:	Factory 6/43-47 Riverside Ave, Werribee, VIC 3030
Geelong Address:	351-359 Portarlington Road, Moolap, VIC 3224
Werribee Site Address:	38-42 Lock Ave, Werribee, VIC 3030

### After Hours Emergency Contact Details

Name	Position	Phone Number
Lionel Skinner	Chief Executive Officer	0418 522 257
Chelsea Skinner	Chief Operating Officer	0426 268 508

### Accredited and Non-Accredited Courses

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.

## 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/policies/](http://www.multiskills.com.au/policies/) or a hardcopy can be requested prior to enrolment.

The Child Safe Standards Policy and Procedures 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 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.



- Safety boots are required for some courses, refer to your individual booking letter for further details.

### Learning Site Environment & 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 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 on MST Premises

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.

Designated smoking areas:

Site Address	Smoking Location
Riverside Ave (Werribee)	Front gate of the complex
Lock Ave (Werribee)	Smokers hut in carpark area
Geelong	Smokers hut in the car park area

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 must be carried in secure containers/bags to minimise spills and leakage. You are responsible for the sensible storage and consumption of food in classrooms and for the removal, and correct disposal of containers, from classrooms.

Training staff are responsible for monitoring and addressing any issues with the presence/consumption of food in classrooms.

Beverages must be carried in a securely 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	Phone Number
Police	000
Fire	000
Ambulance	000

Hospital	Address	Phone Number
Werribee Mercy	300 Princes Hwy, Werribee	03-8754 3000
Geelong Hospital	Bellerine Street, Geelong	03-4215 0000

## 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 no thongs or sandals are to worn.
- Eating 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.

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](http://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 Operations 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 Operations 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 Operations Manager in writing requesting access. The Operations 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 Operations 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 NCVER 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 Operations Manager on 1800 754 557 or by email [info@multiskills.com.au](mailto: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 have the responsibility to provide support to all students, MST has two nominated 'Student Support Officers' 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.

The Student support officer 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 **SP 1.1.2 Student welfare guide**. You may request for one by emailing [info@multiskills.com.au](mailto: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 **SP 1.1.2 Student welfare guide**.

The Salvation Army – 24 hour homelessness assistance  
Phone: 1800 825 955

Lifeline – for emotional support 24 hours a day  
Phone: 13 11 14

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 9927 6222

Safesteps Family Violence Response Centre  
Phone: 1800 015 188

DirectLine Alcohol and Drug Information Services  
Phone: 1800 888 236

VincentCare Support Services  
Phone: 03 9304 0100

Welfare Assistance  
Phone: 1800 305 330

VincentCare 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.

## 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 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 ***S.P 3 Complaints and Appeals Policy and SP 3.1 Complaints & Appeals Procedure.***

The ***SP 3.1.1 Complaints & Appeals form*** is available for download from the MST web site or by contacting the Operations Manager on 1800 754 557.

## Issuing Statement 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 Chief Operating Officer [admin@multiskills.com.au](mailto: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 cards is \$30.00
- Prior to re-issue, all duplicate Qualifications or Statements of Attainment must be approved by the Chief Operations 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.
- 

## Course 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 & Numeracy

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 1300 639 888
- 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)

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

### 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.

## 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 five business days' notice prior to course commencement date. Cancellations less than 5 business 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 our **EN 2 Fees & Refunds Policy and EN 2.1 Fees & Refunds Procedure** which is available on our website.

Should a student wish to withdraw from a course, they should discuss this with the trainer and contact the office/student support officer. If the reason for withdrawal is difficulty with the program, the trainer or Student Support Officer 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 contact the admin team.

## 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](http://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](mailto:usi@multiskills.com.au) or alternatively call 1800 754 557.

**For more information please visit: [usi.gov.au](http://usi.gov.au)**

**Or contact: [usi@industry.gov.au](mailto:usi@industry.gov.au)**

**Phone: Skilling Australia Information Line – 13 38 73**

## Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, the RTO will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected within 10 days.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

MST is to provide students with information about their entitlements in the event that MST closes or otherwise ceases to provide services as agreed.

## 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](mailto: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**

The enrolment fee must be paid in full at the time of enrolment except where fees and charges exceed \$1,500.00.

MST may not accept payment of no more than \$1,500 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.

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 more information on fees and charges please refer to our **EN 2 Fees & Refunds Policy and EN 2.1 Fees & Refunds Procedure** which is available on our website.

## 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 student support services which may require outside agencies
- Re-assessment fees

For more information on fees and charges please refer to our **EN 2 Fees & Refunds Policy and EN 2.1 Fees & Refunds Procedure** which is available on our website.

## Refunds

Refunds will be provided in accordance to our **EN 2 Fees & Refunds Policy and EN 2.1 Fees & Refunds Procedure** which is available on our website

## 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 Surveys & 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 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 & Appeals

MST approach to managing complaints and appeals ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

Complaints & appeals will be addressed in accordance to our ***SP Complaints & Appeals Policy and SP 3.1 Complaints & Appeals Procedure*** which is available on our website

The ***SP 3.1.1 Complaints & Appeals Form*** is also available on our website.

## 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](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>



## Language, Literacy & Numeracy Programs

The AMEP is a Commonwealth government-funded program that provides 510 hours of free English classes to new migrants and refugees.

AMES offers a number of ways for you to learn English with the AMEP to suit your individual needs:

- In the classroom
- With the Distance Learning service
- With a Volunteer
- A combination of these options.

Learning for Employment provides a range of flexible learning options to help you study, including full time, part-time, evening and weekend classes

You may be able to learn English with the AMEP if you hold a permanent visa, have little or no English, and:

The AMEP is available to migrants and humanitarian entrants aged 18 years and over. This includes all permanent visa holders, some temporary visa holders and citizens who previously held an eligible visa. Migrants and humanitarian entrants 15-17 years old can participate in AMEP in some circumstances.

Please call 13 AMES (13 26 37) to find out whether you are eligible to learn English for free.

AMES Australia Youth Services provide a range of courses to help young people, aged 17 to 25 years old, settle into their new life in Australia through a mix of classroom learning and activities in the workplace, on sporting fields, in the community, and other places of interest.

By joining AMES Australia Youth Services you will:

- Be supported while you settle into your new life in Australia
- Improve your English (reading, writing and speaking)
- Improve your computer and internet skills
- Study topics that interest young people
- Prepare yourself for further study at TAFE / University
- Practice skills that Australian employers are looking for
- Make new friends through a range of fun and exciting activities (youth camps, engagement nights, art classes)

To find out if you are eligible for the AMES Adult Migrant English Program and Youth Program, telephone 13 AMES (13 26 37) or visit an AMES site close to you, giving your visa number and personal details.

### Reading and Writing Hotline:

MultiSkills has a formal arrangement with the Reading and Writing hotline in which if you call the 1300 6 555 06 and mention you require support with reading and writing they will be able to assist with a referral to adult literacy and numeracy services.

The Reading Writing Hotline was established in 1994 and is Australia's national telephone referral service for adult literacy and numeracy.

It is funded by the Australian Government Department of Education and Skills and Employment. The Hotline has a national steering committee with representatives from each state and territory.

We hear from a diversity of callers and have a unique overview of literacy services and needs throughout Australia.

Contact us 1300 6 555 06 and they will be able to provide you with your nearest location that offers LLN courses.

### External Support Services

**Lifeline Telephone:** 13 11 14 Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood and cared for.

They also provide information about other support services that are available in communities around Australia.

If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

**Kids Help Line Telephone:** 1800 55 1800

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

If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.

**ReachOut** is the most accessed online mental health service for young people and their parents in Australia.

ReachOut is a free service that's available anytime and pretty much anywhere.

Their trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well.

Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## 1800Respect

Whatever your situation, it is important to know that help and support are available

Information on a range of help and support options for people experiencing domestic, family or sexual violence

If you or someone you know is experiencing violence or abuse, you can contact 1800RESPECT on 1800 737 732 or through the online chat.

## Indigenous Support

Wathaurong Aboriginal meets the needs of the community by providing culturally appropriate, quality services and programs which promote sustainable economic growth, political stability, health and well-being and environmental care that is respectful of Aboriginal culture. For Indigenous support contact Wathaurong Aboriginal Cooperative (Mikali Harrison) Ph: 0402 839 288

<https://www.wathaurong.org.au/services-2/>

## DOCUMENT CONTROL INFORMATION

<b>Document Name:</b>	Student information handbook
<b>Document No.:</b>	7585
<b>Revision No.:</b>	1.5
<b>Revision Date:</b>	19-06-2020
<b>Next Review Date:</b>	19-06-2021
<b>Created by:</b>	NOVACORE
<b>Approved by:</b>	CSKINNER
<b>Date Approved:</b>	19-06-2020
<b>Document Location:</b>	NovaCore CMS\DMS\Trade Training Group\Policy and Procedures\7. Pre-Enrolment Information\