



SHORT COURSE STUDENT HANDBOOK

**The MTA Group Training Scheme Inc. Registered Training Organisation
Student Handbook**

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WELCOME MESSAGE

Thank you for choosing The MTA Group Training Scheme Inc. Registered Training Organisation (known as MTA RTO) to help you train towards your career.

MTA RTO management, training and support staff are here to help you succeed. We provide the best facilities, equipment and support services to ensure that not only are your expectations exceeded but that, when you complete your qualification, you feel confident.

However, our efforts will need to be supported by your dedication and best attitude to ensure your success. In an adult learning environment we emphasise the importance of the spirit of open communication and cooperation by both parties.

The Student Handbook has been produced to help you navigate through the day to day issues that you must be aware of and abide by. It includes general information, guidelines, policies and procedures that you should keep at hand at all times.

A number of attachments at the end of this document are included that you must read and sign before you commence your training, please email these to: adminroyalpark@mtasant.com.au

I wish you an enjoyable and rewarding experience with MTA RTO and should you have any questions please do not hesitate to contact our support staff.

Mario Marrone
RTO Manager

QUALITY STATEMENT

MTA RTO delivers nationally recognised training qualifications and is accredited as a Registered Training Provider under the Vocational Education and Training (VET) Quality Framework. The VET Quality Framework is supported by a strong quality assurance and continuous improvement process across all areas of MTA RTO's operations and training.

As well as meeting VET Quality Framework standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the VET Quality Framework.

The prime focus of MTA RTO's Quality Management System is continuous improvement that improves customer satisfaction with the marketing, recruitment, induction, delivery, assessment, evaluation and support services of MTA RTO's training courses. The system also aims to reduce costs, and to make it easier to do business.

The feedback that MTA RTO receives from you, (completed program evaluation forms, customer complaints and verbal comments) are used to improve our procedures, policies, methods of operation, materials, trainer/assessor performance, facilities and information services.

CODE OF PRACTICE

FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS

1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by The MTA Group Training Scheme Inc. Registered Training Organisation (MTA RTO), a Registered Training Organisation registered in South Australia by the Training and Skills Commission.
- 1.2. For the purposes of this Code 'student' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where MTA RTO students are directly from industry or the general public, MTA RTO will conduct an appropriate assessment relevant to the qualification the student would undertake to ensure that the student has the greatest opportunity to successfully complete their qualification. Where an applicant student does not meet the requirements of the assessment and MTA RTO is unable to provide the learning required, MTA RTO will assist the student to access an alternative quality and appropriate provider.
- 2.2. MTA RTO has policies and management practices which maintain high professional standards in the delivery of training and assessment services which safeguard the interests and welfare of students and/or clients.
- 2.3. MTA RTO maintains a learning environment that is conducive to the success of students.
- 2.4. MTA RTO has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.
- 2.5. MTA RTO monitors and assesses the performance and progress of its students.
- 2.6. MTA RTO ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for its staff as required.
- 2.7. MTA RTO ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.8. MTA RTO is committed to access and equity principles and processes in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

- 3.1 MTA RTO issues qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the VET Quality Framework.

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. MTA RTO recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- 4.2. National recognition obligations are reflected in MTA RTO policies and procedures and information to staff and clients.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

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

6. FINANCIAL STANDARDS

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

7. PROVISION OF INFORMATION

- 7.1. MTA RTO supplies accurate, relevant and up-to-date information to prospective students and clients.
- 7.2. MTA RTO supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. RECRUITMENT

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

9. SUPPORT SERVICES

- 9.1 MTA RTO provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression. This includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counseling providers.

10. COMPLAINTS & APPEAL MECHANISM

- 10.1. MTA RTO ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for appeal against decisions which affect the students' progress. Every effort is made by MTA RTO to resolve students' and clients' complaints or appeals.
- 10.2. For this purpose, MTA RTO has a policy where a member of staff is identified to students and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to students at the time of enrolment.
- 10.3. Where a complaint cannot be resolved internally, MTA RTO will advise the affected student(s) or client(s) of the appropriate body where they can seek further assistance.

11. RECORD KEEPING

- 11.1 MTA RTO keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request. Student and client records are managed in accordance with privacy legislation.

12. QUALITY CONTROL

- 12.1. MTA RTO seeks feedback from students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.
- 12.2. MTA RTO encourages and invites its apprentice employers and other industry experts' involvement as guest presenters.
- 12.3. MTA RTO's Industry Division Committee oversees all learning and assessment activities and resources, and includes industry representatives as part of its membership to ensure relevance and currency of learning and assessment for students.

13. CHILDREN'S PROTECTION

In the event that MTA RTO engages students who are minors/children, MTA RTO will implement policy and procedure that will ensure the requirements of the *Children's Protection Act 1993* and in particular 8B-8D Child Safe Environments and criminal history assessment for people working with children are met. MTA RTO will ensure that only fit and proper people are employed in positions that have regular contact with children and enhance the opportunity to develop a child safe environment.

MTA RTO's staff recruitment process includes Criminal History Check Assessments and reference checks utilising the services of the Department for Communities and Social Inclusion (DCSI) and to conduct comprehensive reference checks.



10th Aug 2020

RTO Manager

Date

USING THIS HANDBOOK

This Student Handbook has been designed to provide a basic understanding of the legal and quality assurance processes and obligations that MTA RTO has in place. The policies and procedures ensure that the training delivered is consistent, relevant and of high quality. The document also outlines the roles and responsibilities of each party, that is, you the student, and MTA RTO as the training provider.

The Student Handbook should be used as a guide to assist your compliance with MTA RTO Policy & Procedures and day to day issues that will arise during the course of your training. The information contained is correct at time of printing. MTA RTO's quality management and continuous improvement process means changes may occur without notice. MTA RTO will endeavour to post to its website updates changes in a timely manner at <http://www.mtasant.com.au> If you are unable to access the website or are unsure as to the version you have please ask our support staff.

A Short Course enrolment form AND Media Authority Form can be accessed at the end of this document, the Student Handbook **must** be read, acknowledged and your signature on the overall acceptance forms completed prior to commencement of your training.

The below Appendix's must be completed and sent to: adminroyalpark@mtasant.com.au

Electronic Forms included:

Appendix 1	Student Code of Conduct
Appendix 2	Authority to Exchange Information
Appendix 3	Media Authority
Appendix 4	Disclosure of Disability or Medical Condition (Voluntary)
Appendix 5	Course Enrolment Details
Appendix 6	Acknowledgment Declaration

ABBREVIATIONS USED IN THIS HANDBOOK

AQF	Australian Quality Framework Framework under which training packages are developed and accredited
ASQA	Australian Skills Quality Authority Australian National Regulator for VET and International Training
MTA	Motor Trade Association of South Australia Inc
MTA RTO	The MTA Group Training Scheme Inc Registered Training Organisation
VET	Vocational Education and Training
VQF	VET Quality Framework Framework of standards and conditions of registration under which Registered Training Organisations and Group Training Organisations are accredited and registered

KEY ROLES AT MTA RTO

The RTO Manager works under direction of the CEO with the primary responsibility to ensure maintenance of student resources, scheduling and compliance. Along with a team of trainer/assessors, the Training Centre Manager plans, organises and coordinates all aspects of education within MTA RTO and ensures education support to students undertaking courses. The role holds overall accountability for developing education programs based on an ongoing assessment of training needs and has the responsibility for:

- student welfare
- trainer/assessor guidance
- strategic planning
- compliance – learning and assessment.

The Trainer/Assessors are responsible for the delivery and assessment of learning to students and the review of learning materials and assessment tools within the organisation. They are industry current, meaning that they have industry specific skill and knowledge. All possess the relevant Certificate IV in Assessment and Training.

They are responsible for:

- developing training resources and assessments;
- delivering training;
- observing policies and procedures;
- student welfare – including identifying support needs and making referrals to appropriate parties;
- strategic planning;
- compliance – learning and assessment.

RTO Manager, Student Support Officer/ Child protection Officer, Accountable Officer

Students requiring assistance should contact either:

- RTO Manager-Mario Marrone
- Student Support Officer's/Child Protection Officer.- Ms Melissa Clark and Mr Wayne Arnold
- Accountable Officer- Steve Richardson, and Vince Salzone

Their key responsibilities are to ensure the welfare and wellbeing of all students and to work with trainer/assessors in the development and implementation of appropriate supports that will lead to the students' successful completion of their qualification.

Other key responsibility is to ensure that MTA RTO is compliant with all legislative and regulatory requirements.

The Office Administrator is responsible for the day-to-day administrative operations of MTA RTO including looking after student records.

SHORT COURSES OFFERED BY MTA RTO

Air conditioning

<https://mtasant.com.au/training/air-conditioning>

Forklift

<https://mtasant.com.au/training/forklift>

Hybrid & Battery Electric Vehicle

<https://mtasant.com.au/training/hybrid-and-battery-electric-vehicle-short-course>

Hybrid & Battery Electric Vehicle-5 Day Course

<https://mtasant.com.au/training/hybrid-and-battery-electric-vehicle-5-day-course>

SRS Airbags

<https://mtasant.com.au/training/srs-airbags>

Wheel Alignment

<https://mtasant.com.au/training/wheel-alignment>

Pre Apprenticeship Automotive Body Repair Tech

<https://mtasant.com.au/training/rto-accredited-pre-employment-program>

Pre Apprenticeship Automotive Servicing

<https://mtasant.com.au/training/rto-accredited-pre-employment-program>

FACILITIES AND EQUIPMENT

MTA RTO's training venue, the MTA Training and Employment Centre, includes all equipment and resources required to appropriately train and assess students in all courses offered. You will have access to cars, car components, motors, transmissions, workshops and tools as well as learning resources including CD's and text books.

There is also a dedicated student kitchen/lunchroom, complete with microwave, refrigerator and essential kitchen equipment including tea and coffee making facilities.

Please note: students must keep the kitchen clean and tidy at all times including: washing, drying and storing away cups, plates, cutlery, etc.

HOUSEKEEPING RULES

For all training areas of the MTA Training and Employment Centre the following rules apply:

- no food or drink in the classroom
- water only is allowed in the workshop areas
- no iPods, MP3 players, phones or other electronic devices (you may be required to hand your phone to the trainer/assessor)
- no hats or beanies to be worn in the classroom.

SURVEILLANCE POLICY

Purpose and Context

(1) The purpose of this policy is to ensure that the MTA complies with the requirements of the Surveillance Devices Act 2016 (SA) (the Act). The Act requires that employees be formally notified of any actions by the MTA that would fall within the definitions of surveillance.

(2) The Act deals with surveillance of employees by means of cameras, computers or tracking devices and requires that employees are notified as to the nature of that surveillance. The notice provided to students must indicate:

- the kind of surveillance to be carried out (camera, computer or tracking)
- how the surveillance will be carried out
- when the surveillance will start
- whether the surveillance will be continuous or intermittent
- whether the surveillance will be for a specified limited period or ongoing

NOTICE

(3) Surveillance in accordance with this policy is in effect immediately.

PROHIBITION OF SURVEILLANCE

(4) The MTA will also comply with the legal requirements of the Act where surveillance is not prescribed. These areas may include:
surveillance in any change room, toilet facility, shower or other bathing facility at the workplace;
surveillance when a student or staff is not at work except in cases of computer surveillance or tracking data where the employee is using equipment and/or resources supplied by the Business.

(5) Individual students are prohibited from undertaking surveillance in their workplace ie use of mobile phone cameras.

SURVEILLANCE BY THE MTA

(6) In accordance with this policy notice is given that the MTA may use from time to time optical surveillance; listening surveillance; computer surveillance; and tracking surveillance.

Optical Surveillance - Security Cameras

(7) The MTA operates security cameras on its premises both within and outside the premises. This is for the purpose of ensuring the safety and security of students, staff, customers, visitors and the MTA's premises and facilities. Camera footage may be accessed and used as evidence where an act (e.g. theft, assault of a person, damage to facilities, investigations and audits) has occurred that warrants investigation by the MTA. Such records may also be required by law to be provided to other parties such as a court or to the police.

(8) Security camera monitoring is continuous and ongoing.

Computer Surveillance

(9) Use of the Business's computers and associated systems is monitored by the MTA. Computer usage is for MTA purposes.

(10) From time to time the MTA may investigate alleged breaches of the law or policies by students using its IT systems and facilities and this can involve accessing the students computer and electronic records. For students, such investigations may result in disciplinary action and for serious misconduct result in expulsion.

(11) The MTA monitors student use of computers and IT systems in the following areas:

- Any device connected to the Business's network, regardless of ownership of the device.
- The MTA retains logs, backups and archives of computing activities, which may be audited. Such records are the property of the MTA, are subject to State and Federal laws and may be used as evidence.
- Monitoring may include, but is not limited to: storage volumes, download volumes, browsing/download history and access point to network. Particular attention will be paid to potential breaches of the law (including intellectual property/copyright law) and suspected malicious code or viruses.

(12) Computer surveillance is ongoing.

Computer Programs and Internet

(13) Electronic communication of students shall be monitored from time to time. However, emails are records of the MTA and should be managed accordingly and will be accessible in that context.

(14) The MTA may access and monitor student use of email and internet systems in the following ways:

- The MTA monitors email server performance and retains logs, backups and archives of emails sent and received through the server. Even where the user has deleted an email, the MTA may still retain archived and/or backup copies of the email.
- The MTA retains logs, backups and archives of all internet access and network usage. These records may be audited, are subject to State and Federal laws and may be used as evidence.
- For the purposes of producing the email in response to a legal requirement or other lawful investigation.
- For the purpose of determining, as part of an investigation by the MTA, whether there has been unacceptable use or breach of policies for of email and internet usage.
- For the purpose of investigating allegations of misconduct or to provide materials to external investigative authorities lawfully investigating possible criminal conduct.

(15) Email and Internet surveillance is intermittent but ongoing and is in place in accordance with this policy.

Social Media

(16) Posting of personal social media blogs and other posts must be consistent with the MTA's social media policy. The MTA may monitor social media postings by staff and may use such material in any disciplinary or misconduct investigation.

DEVICES

(17) Devices in relation to which the MTA monitors staff use include workstations, laptops, servers, telephones, mobile devices, email and network services, printers, network connected devices, and connections to internet services supplied by the MTA (including fixed, Wi-Fi and 3G/4G).

(18) The MTA may use any text, posting or other material sent or received from employee owned devices where such material relates to the MTA or any related disciplinary or misconduct investigation or activities that may bring disrepute upon the MTA in its relationships with customers, clients, suppliers, and the general public at large.

ATTENDANCE

You will be provided with a course schedule on your first day (induction/orientation) that will clearly identify the days and related units of competence you must attend to achieve the qualification(s) you have enrolled for. A typical day will be timetabled to commence at **8.30am** and conclude at **5.10pm**, including a morning break of 10 minutes and a lunch break of 30 minutes.

You **MUST** attend **ALL** scheduled training and assessment unless:

- you are sick and have a medical certificate signed by a recognised Australian medical practitioner
- other extenuating or compassionate circumstance that requires you to be absent from training e.g. Jury Duty, death or serious illness of a close family member (you will need to provide evidence of these circumstances)
- you have been granted recognition for the unit.

Note: that annual leave is not an acceptable reason for absence from off-job training.

If you miss training for any reason you **MUST TELEPHONE MTA RTO RECEPTION ON 08 8241 0522 and leave a message** before commencement of training on the first day that you are absent. You will also need to have evidence for your absence such as a sick certificate from a Doctor. Email and SMS messages about absence are not acceptable.

If you are absent without notification, MTA RTO Administration will contact you. Where an unsatisfactory reason or Administration is unable to contact you disciplinary action may follow.

At the start of the day and after lunch break your trainer/assessor will mark the attendance roll.

This provides both:

- a record of your attendance
- in the case of emergency evacuation a checklist of all people who were in the building.

Be on time so you won't be marked absent. If you are late, and depending on how late you arrive, the trainer/assessor will determine if you can attend or whether you need to liaise with the RTO Manager to re-schedule the remainder of the session with another group.

Should your attendance and punctuality be of an unsatisfactory level the Student Support Officer will liaise with you. Should this continue an intervention strategy will be negotiated with you. Where attendance and punctuality continue to be poor you may be expelled from the course.

To ensure all students gain the maximum benefit at MTA RTO, the MTA RTO reserves the right, through its staff, to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour is unacceptable and the offending student(s) may be suspended or expelled from the course.

Mobile telephones **MUST** be turned **OFF** when you are in training and doing assessments. MTA premises in their entirety, including all grounds and car park, are deemed non-smoking areas. Smokers must leave the grounds to smoke.

DRESS CODE

Required dress standard is MTA uniform or employer uniform (if it meets safety standards). This means long work trousers, collared button up work shirt (or collared polo shirt), and steel capped safety boots. Overalls when worn must be buttoned up correctly and not tied around the waist. No inappropriate or offensive slogans or images to be worn on site. Dress code is to be appropriate and respectful for an adult workplace Training Centre. No hoods on head in classroom sessions.

****THONGS, TRACK PANTS, TANK TOPS and T-SHIRTS ARE NOT PERMITTED****

Footwear Protection: All students must wear approved safety footwear (in good condition) at all times.

Clothing Protection: Combination overalls or MTA/work uniform must be worn at all times at MTA Training Centre. In practical sessions long trousers or combination overalls must be worn. Overalls are to be worn correctly and the top is not to be tied at the waist. Overalls to be buttoned up within two buttons from the top and sleeves if rolled must be neatly rolled up. No loose clothing allowed. Appropriate headwear may be worn in the workshop. No hoods at all in the workshop (may get caught in machinery).

Eye Protection: All students must wear appropriate eye protection when working in the workshop

Hearing Protection: All students must wear appropriate hearing protection (ear muffs, plugs) for safe work when required.

Gloves Hand Protection: Gloves are to be worn at the appropriate time by students for safe work when required.

Hair Constraint Protection: Long hair must be restrained with a hair net when using or working near rotating machines. Appropriate hats are an acceptable form of hair restraint.

Jewellery: excepting earplugs and stud earrings (needs to be removed or covered up while in all workshops). Remove all jewellery including finger and piercing rings and adornments of any kind, watches and chains whilst in the workshops.

Classroom/Workshop Equipment: All students must bring own safety glasses, safety boots and uniforms/overalls.

Classroom Dress Code for Summer: Students must wear covered footwear. Collared polo shirts and short sleeved collared work shirts are acceptable. Hats and sunscreen to be worn as appropriate for outdoor sun protection.

ACADEMIC PERFORMANCE

Each unit of Competence must be assessed. Requiring a Knowledge assessment and Performance Skills assessment to complete satisfactorily, your trainer will tell you when the assessments will be due for each unit.

Result codes:

Academic Pass	AP	Continuing Enrolment	CE
Competency Achieved	CA	Recognition of Prior Learning	RPL
Competency Not Achieved	CNA	Credit Transfer	CT
		Withdrawal	W

If you don't pass an assessment, you will be given another opportunity to do so in consultation with your trainer/assessor and/or the RTO Manager.

ACCESS and EQUITY

MTA RTO is an equal opportunity employer and training provider. All people are treated equally and fairly regardless of gender, disability, ethnic origin, sexual orientation, age or ethnicity.

MTA RTO's Access and Equity Officer is the Mario Marrone, RTO Manager. If you believe you are experiencing bullying, harassment or discrimination whilst at MTA RTO refer the matter, verbally to the RTO Manager or other member of staff you feel most comfortable with. Please refer MTA RTO's Access, Equity & Fairness Policy <https://mtasant.com.au/policies> RECOGNITION

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) provides students an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to Units that they are about to commence and as a result may exempt them from studying these Units. Please refer to Fees section below for cost related to obtaining RPL or RCC. As the process requires students to gather evidence confirming their competency, it is essential that the assessor must hold a qualification at least one level above that which they are assessing. Please refer to MTA RTO's Application, Assessment, Selection, Enrolment, Recognition and Credit Transfer Policy at: <https://mtasant.com.au/policies>

CREDIT TRANSFER

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the current course of study. It should be used when the student is seeking credit for a course or unit that they have already completed. Credit Transfer can also be across sectors e.g. Vocational Education and Training (VET) in school units credited against the relevant qualification offered through MTA RTO. There is no fee for credit transfer. Please refer to MTA RTO's Application, Assessment, Selection, Enrolment, Recognition and Credit Transfer Policy at <https://mtasant.com.au/policies>
Who can apply?

Everyone seeking credit transfer needs to lodge an application.

When to apply?

You should lodge your application as soon as possible and no later than at the commencement of your course. If you do not lodge your application by then it may not be processed in time for your enrolment.

How to apply?

To apply for credit transfer, complete these steps.

Step 1

Download and complete the Credit transfer application form from:

<https://mtasant.com.au/courses/recognition-of-prior-learning>

Step 2

Attach the following documents:

1. Record of results and/or*
2. Statement of attainment*
3. Any other supporting evidence that may be applicable.

* Documents must be originals or certified true copies. Certified copies must bear an original signature and certification that the document is a true copy of the original. This can be obtained from a Justice of the Peace.

Step 3

Submit your application via:

- email mmarrone@mtasant.com.au
- post MTA GTS - GPO Box 2204, Adelaide SA 5001
- in person Reception at 3 Frederick Road, Royal Park SA 5014

Note: Original (or certified) copies must be sighted before credit is awarded.

What happens next?

You will receive notification outlining the outcome of your credit transfer application and the amount of credit granted.

After receiving your Credit Transfer Notification your training plan may need to change.

QUALIFICATION RESULTS

To receive the Qualification you have enrolled in you must:

- attend all scheduled training & successfully achieve all units of competency through assessment
- pay all outstanding course fees **where applicable**.

A Record of Result will also be provided on completion.

If you leave the course without completing all scheduled sessions you will be entitled to be issued with a Statement of Attainment and Record of Results. This is simply a list of those units that you have been resulted with an Academic Pass or Competence Achieved. Please note that a fee of

\$20.00 currently applies for replacement Statements of Attainment. Please take into consideration that this fee may be greater as time passes.

FEE REFUND

The request for a fee refund must be made in writing to the Training Centre Manager mmarrone@mtasant.com.au. No refunds will be paid to a third party. All refunds will be made by Direct Bank Transfer to the account of the person who made the original payment(s) within 28 days of the MTA RTO approval of your application for refund. Please refer MTA RTO's Fees & Refund Policy at: <https://mtasant.com.au/policies>

Tuition Fees will be refunded only for those units that have not been commenced.

Termination of Arrangement

All students have the right to obtain a refund for services not provided by the RTO in the event:

- Arrangement is terminated early; or,

- The RTO fails to provide the agreed services. CHANGE OF CIRCUMSTANCES

It is **your** responsibility and legal obligation to keep **MTA RTO** informed of your situation at all times. A copy of our Change of Details Form can be requested from our administration support staff if required.

You must advise MTA RTO office as soon as you become aware of any change in:

- residential or email address, land line or mobile phone number
- your personal situation
- emergency contact
- any problems or issues you are experiencing which may affect your ability to complete your training successfully.

If you are unsure if you have to report something to MTA RTO please ask.

PRIVACY AND THE *PRIVACY ACT 1988* (COMMONWEALTH)

MTA RTO keeps your information private, only collects information that relates to your training and takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all student records may be made available to:

- Commonwealth Government agencies
- State Government agencies and
- MTA and RTO administration and training staff.

Please refer MTA RTO's Privacy Policy at <https://mtasant.com.au/policies>
ACCESSING YOUR PERSONAL FILE

You may access your personal file and request that updates be made to information that you feel is incorrect or out of date. To request to see your records you need to apply in writing and normally, access can be provided within 48 hours of request. Note that photo identification will be required to access personal file information.

If you require copies of documents a small fee may be payable depending on the number of copies.

All records are technically owned by MTA RTO.

CHILD PROTECTION

MTA RTO policy ensures that it complies with the requirements of child protection legislation which means that before staff are employed they must undergo a Working with Children Employment Check and Child Safe Environment Training. MTA RTO must monitor the safety and well being of minor students under the age of 18 years.

MTA RTO's Child Protection Officers are:

Mario Marrone, RTO Manager; Steve Richardson; Accountable Officer and Vince Salzone;

Student Support Officers are:

Mr Wayne Arnold and Ms Melissa Clark.

Please refer to Children's Protection Policy at <https://mtasant.com.au/policies>

If you have any questions about any of these legislations just ask, as it may impact on your training.

COMPLAINTS PROCEDURE

It is the policy of MTA RTO that all stakeholders will be treated in a fair and equitable manner and receives quality service at all times.

A complaint arises when:

- a stakeholder is not satisfied with an aspect of MTA RTO's services and requests action be taken to resolve the matter
- a stakeholder believes they have been treated unfairly or have been discriminated against.

If a student chooses to access our complaints and appeals processes, MTA RTO will maintain the student's enrolment while the complaints and appeals process is ongoing.

MTA RTO commits to a complaints process is open, transparent and accessible to everyone. Please refer to Complaints Policy at <https://mtasant.com.au/policies>

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding language, literacy and numeracy (LLN) requirements or any other special learning needs. Should you require LLN support, the Accountable Officer will discuss your requirements and the assistance we can offer through our learning and support partners.

We will also monitor students throughout their training to identify any ongoing learning issues and assistance that may be required.

Students will receive an upfront assessment of their learning needs using a foundation skills assessment tool. This will help identify language, literacy and numeracy issues that could affect their success and address these straight away.

STUDENTS WITH SPECIAL NEEDS

In line with our access and equity practices, students with special needs are offered the same opportunities as any other student. Our training and assessment programs will take special needs

into consideration from the planning stage onwards and adopt reasonable adjustments for individual learning and assessment methods as appropriate.

To assist MTA RTO in providing the best possible learning and assessment strategies, we ask that potential students requiring special assistance identify their needs by completing the **Disclosure of Disability or Medical Condition form (Appendix 4)**.

This form is voluntary. However, completing it will enhance the learning experience if MTA RTO is aware and can prepare specific support services. Please refer Student Support Services Policy and Intervention Strategy Policy at: <https://mtasant.com.au/policies>

Please note that MTA RTO or any of its representatives do not accept responsibility for either undisclosed conditions that are exacerbated during the course of training or for unsuccessful learning where appropriate supports have not been identified.

FEEDBACK/EVALUATION

MTA RTO actively seeks your feedback and regularly undertakes evaluations of all courses and activities.

We will be providing to you with an Evaluation Form which will take a few minutes to complete. It can be anonymous. However, if you identify yourself it would assist us to be able to speak with you to clarify what the suggestions or issues are and how we might resolve them.

If you would like any further information please do not hesitate to contact us on 08 8251 0422 or <https://mtasant.com.au/careers>

STUDENT CODE OF CONDUCT

PURPOSE

The purpose of this document is to clearly identify:

1. the behavioural expectations of Motor Trade Association Group Training Scheme Registered Training Organisation (MTA) students in the course of their enrolment with this organisation;

And

2. Confirm that the breach of any part of the Code of Conduct may result in disciplinary action to the degree of summary expulsion. Please refer Disciplinary Process Students.

POLICY

It is the policy of MTA to ensure a learning environment that is:

- safe and free from abusive, violent and discriminatory behaviours;
- fair and equitable;
- professional and aligns with the requirement of the motor trade industry;
- Engenders the desire for ongoing learning and development.

SCOPE

This policy and the Student Code of Conduct encompass all students.

MTA will not exempt any student, for any reason from abiding to any individual condition or the Code of Conduct in its entirety.

MTA will apply Student disciplinary actions as appropriate.

All students are to read and sign the Code of Conduct to confirm their understanding and of agreement to these conditions.

STUDENT RESPONSIBILITIES

1. Will be respectful and courteous to all persons regardless of status or position are to be acknowledged and respected.
2. Will be conscious of actual and potential differences and to actively recognise and respect the boundaries directly or indirectly set by others.
3. Will maintain privacy and confidentiality in regards to all MTA matters and other students' information whether personal or training related.
4. Will take personal ownership of and responsibility for their learning.
5. Will attend completely and participate fully in all training.
6. Will advise MTA via telephone call of absenteeism prior to commencement of classes.
7. Will ensure all documentation received from and provided by MTA is maintained in safe and good condition at all times.
8. Will not engage in cheating or plagiarism.
9. Will ensure the highest level of personal presentation and hygiene.
10. Will maintain open communication with MTA Student Support Officer or other staff the student feels most comfortable with in regards to any issues that may reduce the potential for the student to successfully complete their studies.
11. Will advise MTA of any changes in personal details via the Change of Student Details Form as soon as practicable.
12. Will assist in maintaining training areas and facilities tidy at all times.
13. MTA maintains zero tolerance of consumption of, or being under the influence of alcohol or illicit substances during training hours and will result in a student being asked to leave the premises. An investigation will be implemented and may result in expulsion from the program. Confirmed evidence of illicit substances will be reported to State Police.
14. Will maintain a positive attitude and not be disruptive to other students or MTA staff. Failure to comply may result in expulsion from your program.
15. Will not engage in aggressive or discriminatory behaviours.
MTA maintains zero tolerance of aggressive or discriminatory behaviours.
Bullying, threatening, abusive, violent (verbal or physical) or discriminatory behaviour will result in instant expulsion from the program.
Bullying and other discriminatory behaviours are prosecutable offences and may result in report to SA Police.
16. Will be respectful of individual differences of all persons.

STUDENT RIGHTS

Students have the right to:

- be treated respectfully, equitably and fairly;
- be emotionally and physically safe in the learning environment;

- have all reports of harassment treated respectfully, seriously, impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately;
- appeal and complaint processes:
 - where resolution may be reached by a process of discussion, cooperation and conciliation;
 - that provides information, support and assistance in resolving the issue for all parties involved.
 - where no person lodging a complaint, or assisting in the investigation will be victimised or treated unfairly.
- privacy and confidentiality;
- timely access to their student or personal records/files;
- Receive quality and appropriate training and fair and equitable assessment.

STUDENTS RIGHTS IF THE RTO OR A THIRD PARTY CLOSES OR CEASES TO DELIVER TRAINING AND/OR ASSESSMENT

If MTA RTO was not able to deliver training or assessing due to closure or any other reason, students will be offered a choice of places with all other RTO's delivering and assessing training in the course commenced. MTA RTO will assist in the transition process.

APPENDIX 1: STUDENT CODE OF CONDUCT

I,.....

(INSERT NAME)

confirm that I have read, understand and accept the conditions and consequences of the MTA Student Code of Conduct.

Signed:..... Dated:

The following code of conduct applies to all students at MTA RTO

APPENDIX 2: AUTHORITY TO EXCHANGE INFORMATION

For purposes directly related to my training and/or training contract and assessments as student

I

of

authorise MTA RTO to:

1. share information directly related to my training and assessment with my employer
2. gather information from previous employers which will assist in developing the most appropriate training plan or RPL process
3. share academic or previous training information with other learning institutions I have attended.

I authorise MTA RTO to discuss my training, progress and information with my mother, father or legal guardian up to my 18th birthday at which time authority to communicate with them will cease:

MOTHER

FATHER

LEGAL GUARDIAN

- I give permission for MTA RTO to allow access of my records to State and Commonwealth Government Departments and Authorities as may be required from time-to-time.
- I acknowledge that MTA RTO is required to retain my training records for a period of 30 years. I acknowledge and agree that in the event that MTA RTO ceases to operate or is under new ownership that those records will be transferred to either the Australian Skills Quality Authority or its equivalent at the time or to the new owners who will maintain equivalent levels of security and privacy in regards to those records.
- I agree to my photograph being taken and securely stored by MTA RTO with the understanding that the photograph will be used solely for MTA RTO internal reference purposes. Additional permission must be sought prior to any photograph of myself being used for any other purpose.
- I understand that MTA RTO will comply with the *Privacy Act 1988* and subsequent amendments.

Signed: _____

Dated: ____/____/____

APPENDIX 3: MEDIA AUTHORITY

I, student
of P/C.....

give permission to MTA RTO to:

1. take and electronically store one or more images of myself;
2. produce one or more articles about myself, my business or other training/business related issue;
3. produce one or more advertisements about myself, my business or other training/business related issue.

My permission is given with the following conditions:

- materials are to be used solely for the purposes of MTA RTO advertising/promotional materials and for no other purpose;
- all images, recordings etc will be stored securely in an electronic form by MTA RTO ;
- all images, recordings etc will be managed as per the requirements of the *Privacy Act 1988* and relevant updates;
- the permission can be rescinded by me in writing at any time.

Signed: _____

Dated: ____/____/____

APPENDIX 4: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION

CONFIDENTIAL

Persons who consider that they have an illness, disability or other condition that might require special arrangements or assistance should complete this form.

Completion of this form is not compulsory, but it will permit MTA RTO to make appropriate arrangements. Failure to notify MTA RTO of an illness, disability or other condition will make it difficult for MTA RTO to exercise appropriate duty of care and may well endanger safety.

No liability is accepted by MTA RTO or its employees, volunteers or representatives in regards to assistance provided to a student for illness, accident or emergency.

No liability is accepted by MTA RTO or its employees, volunteers or representatives in regards to a student's undisclosed physical or mental illness or disability being exacerbated in the course of the normal progress of training, excursion or placement.

The completed form should be forwarded in a sealed envelope marked to the attention of the Training Centre Manager who will determine the appropriate trainer/assessor to assist you. The trainer/assessor will be pleased to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure client file.

NAME:

COURSE: COURSE DATE:

HOST EMPLOYER:

TYPE OF CONDITION:

.....

.....

ASSISTANCE REQUIRED (if any):

.....

.....

EMERGENCY CONTACT/PERSON WHO MAYBE CONTACTED IN AN EMERGENCY:

NAME:

RELATIONSHIP TO SIGNATORY:

ADDRESS:

Phone (Work): (After hours)

NAME: SIGNATURE: DATE:

Should your circumstances change please complete a new form to provide us with details?

APPENDIX 5: COURSE ENROLMENT DETAILS



Course Enrolment Form

Instructions:

Fill in all sections clearly and carefully by writing in block letters.

Information requested on this form is for national database and tracking purposes and assists in ongoing qualification issuance as required.

All data is confidential and is not forwarded to any other party with the sole exception of the national statistical database to inform future federal funding in Vocational Training.

1 PERSONAL DETAILS

Title: *(Please tick)* Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Dr ☐ Other ☐

Family Name: _____

Given Names: _____

Residential Address: _____ Post Code: _____

Postal Address: _____ Post Code: _____

Phone Numbers: Home _____ Work _____ Mobile _____

Email: _____

Date of Birth _____ Gender: _____

Emergency/Next of Kin Contact Details: Name _____ Phone: _____

2 COURSE DETAILS

Name of course/qualification currently undertaking: _____

Date of enrolment: _____

Training Agreement No. *(Applicable to Traineeships Only)* _____

3 EMPLOYMENT DETAILS

Business Name: _____

Contact Name: _____

Address: _____

Town/Suburb: _____ Telephone: _____

4 LANGUAGE AND CULTURAL DIVERSITY

Are you of aboriginal or Torres Strait Islander origin?
(For persons of both Aboriginal AND Torres Strait Islander origin, mark both "Yes" boxes)

<input type="checkbox"/>	No
<input type="checkbox"/>	Yes, Aboriginal
<input type="checkbox"/>	Yes, Torres Strait Islander

Were you born in Australia? _____ If not, please specify? _____

Do you speak a language other than English at home?

<input type="checkbox"/>	No, English only (Go to disability section)
<input type="checkbox"/>	Yes, other – please specify

--

How well do you speak English?

<input type="checkbox"/>	Very Well	<input type="checkbox"/>	Well	<input type="checkbox"/>	Not well	<input type="checkbox"/>	Not at all
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	

5 DISABILITY

Do you consider that you have a disability, impairment or long-term condition? (You may indicate more than one area)

<input type="checkbox"/>	No	<input type="checkbox"/>	Vision	<input type="checkbox"/>	Hearing/Deaf	<input type="checkbox"/>	Physical	<input type="checkbox"/>	Medical Condition
<input type="checkbox"/>	Other	<input type="checkbox"/>	Intellectual	<input type="checkbox"/>	Mental Illness	<input type="checkbox"/>	Learning	<input type="checkbox"/>	Acquired Brain Impairment

6 EDUCATION

What is your highest completed school level? In which year did you complete that school level

<input type="checkbox"/>	Completed year 12	<input type="checkbox"/>	Completed year 11	<input type="checkbox"/>	Completed year 10
<input type="checkbox"/>	Completed year 9 or equivalent	<input type="checkbox"/>	Completed year 8 or lower	<input type="checkbox"/>	Did not go to school

Are you still attending secondary school? Yes ☐ No ☐

Have you successfully completed any of the following qualifications?

<input type="checkbox"/>	Yes (please tick ANY applicable boxes)	<input type="checkbox"/>	No (Go to the Employment section)
<input type="checkbox"/>	Bachelor Degree or Higher Degree	<input type="checkbox"/>	Certificate III (or Trade Certificate)
<input type="checkbox"/>	Advanced Diploma or Associate Degree	<input type="checkbox"/>	Certificate II
<input type="checkbox"/>	Diploma (or Associate Diploma)	<input type="checkbox"/>	Certificate I
<input type="checkbox"/>	Certificate IV (or Advanced Certificate/Technician)	<input type="checkbox"/>	Certificates other than the above

7 EMPLOYMENT

Of the following categories, which best describes your current employment status? *(Tick ONE box only)*

<input type="checkbox"/>	Full-time employee	<input type="checkbox"/>	Employed – unpaid worker in a family business
<input type="checkbox"/>	Part-time employee	<input type="checkbox"/>	Unemployed – seeking full-time work
<input type="checkbox"/>	Self employed – not employing others	<input type="checkbox"/>	Unemployed – seeking part-time work
<input type="checkbox"/>	Employer	<input type="checkbox"/>	Not employed – not seeking employment

8 STUDY REASON

Of the following categories, which best describes your main reason for undertaking this course/traineeship /apprenticeship? *(Tick ONE box only)*

<input type="checkbox"/>	To get a job	<input type="checkbox"/>	To develop my existing business
<input type="checkbox"/>	To start my own business	<input type="checkbox"/>	To try for a different career
<input type="checkbox"/>	To get a better job or promotion	<input type="checkbox"/>	It was a requirement of my job
<input type="checkbox"/>	I wanted extra skills for my job	<input type="checkbox"/>	To get into another course of study
<input type="checkbox"/>	For personal interest or self development	<input type="checkbox"/>	Other reasons

9 DECLARATION

I understand that information contained in these forms may be provided to State and Commonwealth agencies and research organisations and I consent to that occurring. I certify that all details provided on these forms are correct.

Signed: _____ Date: _____

APPENDIX 6: ACKNOWLEDGEMENT DECLARATION

Please read the declaration below carefully and ask your trainer or other MTA RTO staff member for clarification of any item you do not understand. Please initial in the box next to the item you accept and sign the form below.

Initial	
	I have read and understand the policies, procedures and guidelines contained and referred to in the Student Handbook, and I agree to abide by these and any other policies which are provided to me for the duration of my enrolment for courses including any applicable work experience through MTA RTO.
	I acknowledge and accept the conditions of the fees and refunds policies.
	I have read and will abide by the Student Code of Conduct. (Student Code of Conduct Appendix 1)
	I give authorisation for MTA RTO to exchange information as per my instructions. (Authority to Exchange Information Appendix 2)
	I have read and give permission to MTA RTO to take and electronically store images of me and produce one or more articles and/or advertisements about me, my business or other training/business related issues. (Media Authority Student Appendix 3)
	I have read and understand the Disclosure of Disability or Medical Condition that if I do not disclose a disability or medical condition which is later exacerbated or affected in any way during or due to the training program, MTA RTO, its representatives or employees or other stakeholders will not be liable. (Disclosure of Disability or Medical Condition Appendix 4)
	I have read and agree to abide by the MTA Policies as set out in this handbook, available on the MTA website .
	A MTA RTO representative has been available for discussion and clarification of the contents.

..... Student Name Signature Date
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..... MTA RTO Representative Name Signature Date
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..... Witness or Parent/Guardian Name Signature Date
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