



Learner Handbook

RTO Code: 2293

<i>Document Name:</i>	MTA Learner handbook	<i>Created Date:</i>	19/10/2021
<i>Version No.</i>	V10.0	<i>Last Modified Date:</i>	05/02/2024
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1. Introduction

1.1 Welcome

Welcome to The MTA Group Training Scheme Inc. Registered Training Organisation (The MTA) and congratulations on choosing us to undertake training to further enhance your skills, knowledge and career options.

The MTA will provide you with support and guidance throughout your learning journey to assist you in your education development.

This handbook provides you with information about The MTA and your training. The MTA will also provide information pertaining to the regulations governing training organisations.

We look forward to providing you support and assistance throughout your training.

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2. About The MTA

2.1 History

Established in 1926 as the Garage Proprietors & Petrol Retailers Association of SA, the MTA has a rich history of contributing to the growth and development of one of South Australia's most important industry sectors.

As the automotive industry has grown, so have we, adopting the "Motor Trade Association of South Australia" (MTA) brand in 1986 to reflect the size and scale of the interests the Association represents.

In 1983 the MTA established the Group Training Scheme to provide training and employment services to the industry and opportunities to young people looking for a rewarding career in the automotive trades. Starting with just seven apprentices, today we employ more than 400 apprentices, and train over 1000 students.

2.2 Our Training Scope

The MTA deliver a range of nationally accredited and qualifications and short courses through the approval of the Australian Skills Quality Authority (ASQA). This requires the MTA to adhere to a number of strict national standards, which gives our learners and stakeholder's confidence in the training that the MTA delivery is the highest standard available.

Our RTO code is 2293 and our registration details are here:

<https://training.gov.au/Organisation/Details/2293>

The MTA RTO is responsible for the compliance of training and/or assessment for all qualifications and units of competency listed on our scope. The MTA is also responsible for issuance of AQF certification documentation (parchments), including qualifications and statement of attainments.

2.3 Key Roles - Training

General Manager – Apprenticeships

Works under direction of the CEO with the primary responsibility to ensure the operational and administrative functions of the MTA's registered training organisation achieves client satisfaction whilst delivering compliant nationally recognised qualifications.

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Skills Managers

Works under direction of the General Manager – Apprenticeships with the primary responsibility to ensure quality and innovative training programs whilst supporting the trainers and assessors. Connecting with industry to grow and develop relationships to achieve better student outcomes.

Apprentice Services Manager

Works under direction of the General Manager – Apprenticeships with the primary responsibility to ensure our clients and stakeholders are supported to ensure the successful completion of training for learners. Management of the student learning program and schedules to increase student outcomes is a key focus area.

Compliance and Curriculum Support Coordinator

Works under direction of the General Manager – Apprenticeships with the primary responsibility to ensure all training resources and assessment tools are compliant under the Standards for RTO's 2015.

Trainers and Assessors

Works under direction of the Skills Managers with the primary responsibility to deliver learning content and assessment practices to learners in a range of qualifications.

Customer Service Officers

Works under direction of the Apprentice Services Manager with the primary responsibility to support all clients and stakeholders with training. This includes managing all learner administrative functions within the MTA.

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2.4 Our Training Sites

The MTA has three (3) training facilities through South Australia at the following sites:

Cleve - 33-35 Fourth St, Cleve, SA, 5640

Royal Park - 3 Frederick Road, Royal Park, SA, 5014 (Main Site)

Bordertown - 4 McLellan Road, Bordertown, SA, 5268



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2.5 Industry Partnerships

MTA's industry partnerships with manufacturers, including KIA Motors and Hyundai, through the donation of their vehicles and equipment, means our learners have access to a wide variety of vehicles to support their learning.

Through the donation of these vehicles, our learners get access to engines, original equipment manufacturer information, specifications and the latest innovations found on their new vehicle designs.



The following partners also support the MTA training facility:



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3. Australia's Training System

3.1 VET Quality Framework

The VET quality Framework is a set of standards and conditions used to assess whether an RTO (such as the MTA) meets the requirements for registration. As a compliant organisation, the MTA has ongoing registration until our next review.

The VET quality framework comprises:

- Standards for Registered Training Organisations
- The Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements

3.2 The Standards for RTO's 2015

The purpose of the Standards for RTO's 2015 is to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach.
- promote quality, flexibility, and innovation in VET.
- promote Australia's reputation for VET locally and overseas.
- promote a VET system that meets Australia's social and economic needs.
- protect learners undertaking or proposing to undertake VET in Australia.
- ensure access to accurate information regarding the quality of VET.

3.3 Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector.

ASQA is responsible for regulating approximately 90% of Australian training providers and accrediting VET courses to ensure nationally approved standards are met.

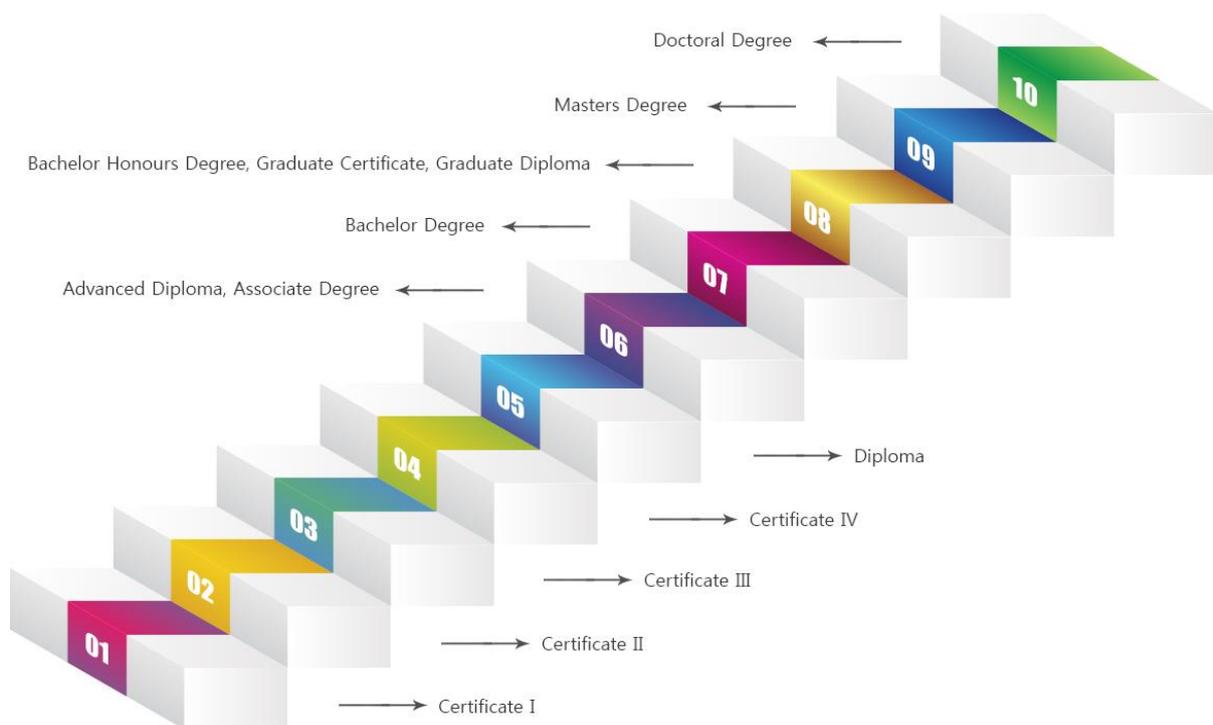
ASQA completes regular audits of training providers to ensure adherence to the Standards for RTO's 2015.

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3.4 The Australian Qualifications Framework

The Australian Qualifications framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF comprises of the following qualifications:

- Certificate I.
- Certificate II.
- Certificate III.
- Certificate IV.
- Diploma.
- Advanced Diploma and Associate Degree.
- Bachelor’s Degree.
- Bachelor Honours Degree, Graduate Certificate and Graduate Diploma.
- Master’s Degree.
- Doctoral Degree.



Further information: <https://www.aqf.edu.au/>

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3.5 Training Packages

A Training Package is a set of nationally endorsed standards, qualifications and guidelines used to recognise and assess the skills and knowledge people need to perform effectively in the workplace.

Training packages are developed by industry to meet the training needs of an industry or group of industries.

The MTA delivers from the AUR Automotive Retail, Service and Repair Training Package.

3.6 Understanding Terminology

Academic Pass – means you have been deemed competent in the classroom but are awaiting a competent outcome for the workplace assessment.

Apprenticeship Network Providers (ANPs) - are private organisations contracted by the Australian Government to help employers and trainees and apprentices to enter into a Training Contract.

Assessment – means the process of collecting evidence and making judgements on whether competency has been achieved.

Competent (C) – means the trainer/assessor has collected sufficient evidence of your performance and knowledge that meets all of the performance criteria of the unit.

Continuing – means that a learner has begun study and will not complete the study by the end of the year but intends to complete later.

Employability Skills – are non-technical skills, which play a significant part in contributing to an individual's participation in the workplace.

Evidence – your trainer/ assessor is required to collect various forms of evidence in order to assess your competence. This may be in the form of work samples, completed workbooks, questioning and discussions, observation, case studies, projects or other forms of evidence for both practical and theory training.

Not Competent (NC) – if you are assessed as not competent in a unit of competency, this means that you may require further training or provide further evidence to support your competence.

Parchment – once you have successfully completed your qualification, you are issued with a parchment, which details that you have successfully attained a qualification.

Resources – this refers to the learning materials, workbooks, textbooks, or other equipment you need to complete your training in practical and theory units.

Statement of Attainment - is issued when you partially complete a qualification or complete a short course and only lists the unit(s) of competency you have achieved.

Trainer/ Assessor - is a person who has relevant industry experience and qualifications to deliver training and assessment.

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Training and Apprenticeship Services (TAS) – TAS is a directorate within the Department of Education and is responsible for regulating South Australia’s traineeship and apprenticeship system. TAS operates the Traineeship and Apprenticeship Information Service. For information, advice or assistance ring 1800 673 097 or email: dsd.tas@sa.gov.au

Training Contract –a Contract of Training is a legally binding document between an apprentice/ trainee, an employee and the RTO.

Training Plan – each learner has a training plan, which details the qualification and units of competencies that will be undertaken.

Unit of competency – a unit of competency is made up of various elements and performance criteria, which explicitly details the tasks that you need to demonstrate to be deemed competent.

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4. Unique Student Identifier - USI

A USI is your individual education number for life. It also gives you an online record of your VET training undertaken in Australia.

If you are at university, TAFE or doing other nationally recognised training, you need a USI.

Without one, you cannot get Commonwealth financial assistance or your qualification or statement of attainment.

To create a USI, please follow the link: <https://www.usi.gov.au/students/create-your-usi>

To check if you have a USI or find your USI, please follow the link: <https://www.usi.gov.au/students/find-your-usi>



4.1 What is a USI?

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia from all training providers you undertake recognised training with
- will give you access to your training records and transcripts.
- can be accessed online, anytime and anywhere.
- is free and easy to create and
- stays with you for life.

4.2 Who needs a USI and why?

If you are a new or continuing learner undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you do not have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015.

You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

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5. Training facilities at the MTA

5.1 Training Locations

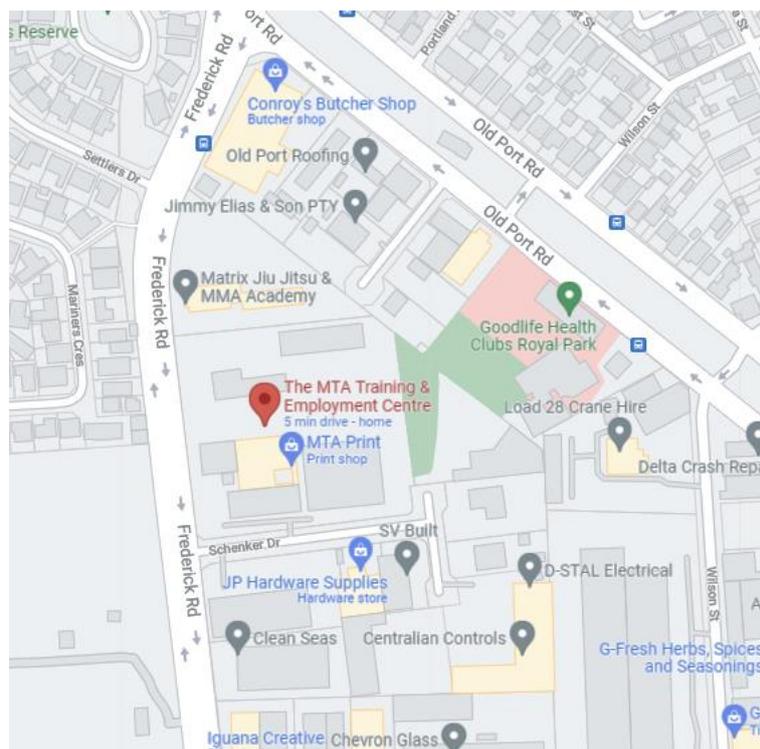
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- Royal Park - 3 Frederick Road, Royal Park, SA, 5014 (Main Site)
- Bordertown - 4 McLellan Road, Bordertown, SA, 5268
- Cleve - 33-35 Fourth St, Cleve, SA, 5640

If you are living in a regional area that is serviced by one of our regional locations, you may find it easier to attend that training site.

5.1.1 Royal Park

Training at Royal Park is located at 3 Frederick Road, Royal Park, SA, 5014 (Main Site)



Hours of training are 8.30am – 4.00pm Monday – Friday; with morning tea break from 10.30am – 10.50am and lunch break from 12.30pm – 1.00pm.

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The training centre at Royal Park comprises specialised features, smarter classrooms and dedicated paint and panel workshops designed to deliver both accredited and non-accredited training that equips all our learners with high quality industry specific training.

The MTA trains more than 1000 industry and MTA South Australian apprentices every year at our advanced Training Centre at Royal Park and satellite training sites across the state.

Specialised features include:

- A 10-bay welding area
- Dedicated workshop areas for Panel, Paint, Heavy Vehicle and Light Vehicle training
- A paint shop with mixing area and bake oven spray booths.
- A 15-metre truck pit with fully ducted ventilation system
- ADAS Centre
- Electric Vehicle Centre

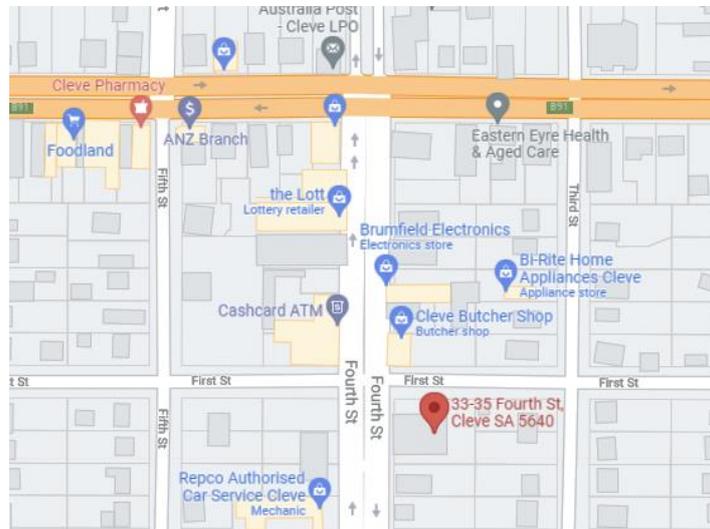
Smarter Classrooms

All of our resources and training aids are up to date with the latest advancements in technology. All classrooms have projectors, Wi-Fi and tablets available for use.

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5.1.2 Regional - Cleve

Training at Cleve is located at 33-35 Fourth St, Cleve, SA, 5640.



Hours of training range 8.00am – 4.00pm across Monday – Friday; with morning tea break from 10.15am – 10.35am and lunch break from 12.30pm – 1pm.



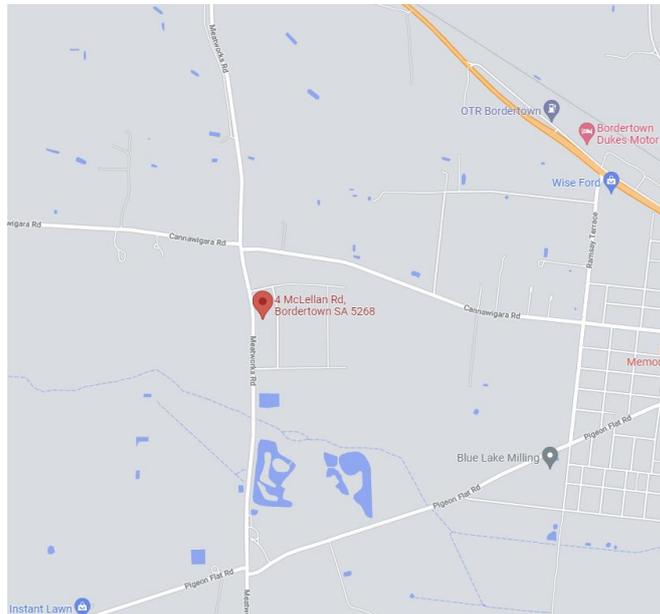
The training centre at Cleve comprises of:

- Classroom facilities
- Workshop facilities

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5.1.3 Regional – Bordertown

Training at Bordertown is located 4 McLellan Road, Bordertown, SA, 5268



Hours of training are 8.30am – 4.00pm Tuesday– Friday; with morning tea break from 10.15am – 10.30am and lunch break from 12.00pm – 12.30pm.



The training centre at Bordertown comprises of:

- Classroom facilities
- Workshop facilities

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5.2 Facilities and Equipment

All MTA training venues include all equipment and resources required to appropriately train and assess learners in all courses offered at each location.

You will have access to vehicles and machinery, vehicle and machinery components, motors, transmissions, workshops, tools and assorted learning resources.

Any learner found stealing or deliberately damaging MTA equipment would face disciplinary action.

5.2.1 Classroom

All MTA classrooms must be left clean and tidy and all learners are required to take all their rubbish with them when they exit.

When learning in a classroom environment, please be respectful to other learners and their learning styles that may differ from yours.

5.2.2 Workshop

If you are entering a workshop area at MTA, you must adhere to the safety requirements, including wearing the appropriate Personal Protective Equipment (PPE).

You are responsible for the tools and equipment, cleanliness and general housekeeping for this area and are required to clean this area at the end of each day.

5.3 Safety

At the beginning of training, each learner will participate in a safety induction.

For your own safety and the safety of others, you must follow all safe work practices as instructed by your trainer. You must always wear all Personal Protective Equipment (PPE) provided. If you notice any hazards at the MTA, you must report these to your trainer immediately.

Listed below are the minimum standards of protective personal equipment (PPE) expected for all learners in our courses.

- MTA or workplace supplied uniform
- safety work boots
- safety glasses

Participants who repeatedly create an unsafe workshop will face disciplinary action and may be exited from training.

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5.3 Surveillance

Camera Surveillance

The MTA operates security cameras on all of its premises both within and outside the premises. This is for the purpose of ensuring the safety and security of learners, staff, customers, visitors and the MTA's premises and facilities.

Camera footage may be accessed and used as evidence where an act 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.

Security camera monitoring is continuous and ongoing.

Computer Surveillance

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

- Any device connected to the MTA'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 and suspected malicious code or viruses.

Computer surveillance is ongoing.

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6. The Learner Experience

6.1 Acceptable use MTA Supplied Tablets

In the classroom, MTA supplied tablets are to be used for educational purposes only. The MTA takes a zero-tolerance approach to the non-educational use of laptops in the classroom.

In the event a trainer has witnessed wilful learner damage to MTA tablets, the learner be liable for the replacement/repair costs.

6.2 Use of the Internet

The MTA has internet access available for learner use on MTA tablets only.

Learners are not to use the tablets for:

- accessing any websites, other than authorised websites during learning
- accessing social media accounts
- downloading or transferring illegal file types or subscribing to inappropriate email lists
- spamming or sending bulk emails, including electronic chain mail
- any other illegal activities

6.3 Use of Social-Media

You must not use social networking sites in class.

Blogs and social networking sites are by nature public domain, and anyone can read comments, including the MTA, a prospective employer, or a person seeking information about someone's personality, political or religious views. You should ensure that you adopt privacy settings that restrict the information available to others on social networks.

You must not:

- seek friendships with trainers via social networking pages and must not join a trainer's page.

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6.4 Mobile Phones

Mobile phones are to be:

- switched off or on silent when in class.
- left out of sight in class.
- used for approved learning purposes only when in class as directed by the trainer.

Disciplinary actions may be imposed for inappropriate use where:

- learners use their phones to send and/or accept calls or messages, engage in social media or games, during lessons.
- learner/s are found using a mobile phone to gain advantage in exams or assessments.
- learners use mobile phone applications to engage in personal attacks, harass another person, or post private information about another person – this is a criminal offence.
- mobile phones are used to photograph or record another person without permission.

6.5 Personal Items

Do not leave valuable items such as money, jewellery or mobile phones in work areas or training rooms. The MTA will not be held responsible for any items lost.

6.6 Dress Code

You must wear appropriate workwear and safety work boots in the workshops at all times, and appropriate PPE as required. You must not wear shorts, singlets, hoodies or thongs at any time.

You must not wear any jewellery, accessory, or item of clothing during training that may be deemed a work health and safety risk.

Hair (including facial hair) is to be kept neat and tidy at all times to avoid any snagging risk.

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6.7 Smoking, drugs and alcohol

Smoking is prohibited in all areas at MTA, unless in the designated smoking area.

The MTA is committed to ensuring the health, safety and welfare of all employees, visitors and learners by providing a safe working environment.

Learners who are affected by drugs and alcohol are deemed not fit for work as they pose a hazard to themselves, other learners and our trainers and employees. The MTA shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to “Fitness for Work” issues.

6.8 Eating and Drinking

Eating and drinking is not permitted in any classroom or workshop. There is a designated dining space available. This area is to be utilised by all learners who wish to eat and drink at the MTA.

6.9 Session Times

The MTA requires our learners to be ready to start at the specified time for training, preferably 10 minutes prior to the scheduled time. Return promptly and on time from your designated breaks.

6.10 Attendance

The MTA requires our learners to attend all sessions unless you are ill or there are extenuating circumstances. If you are absent due to illness, you are required to provide a medical certificate to the MTA if you are our employee.

You must notify the MTA as soon as possible of your absence from any scheduled classes. If you miss too many classes, you may be required to repeat the training.

You must contact the MTA via phone on 08 8241 0522 to notify of absence.

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6.11 Code of Conduct

Offensive or socially unacceptable behaviour is not tolerated at any time. Failure to comply will result in the learner being removed from the class.

The MTA has a zero tolerance for offensive, abusive, discriminatory or socially unacceptable behaviour. If any learner believes they have experienced or witnessed behaviour that makes them uncomfortable, they are encouraged to raise this with their trainer or through the MTA's complaints policy.

6.12 First Aid

If you injure yourself while training at the MTA, please report immediately to your trainer for assistance. The MTA has designated staff members trained in first aid and will assist learners with injuries or illness or refer to a medical specialist.

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7. Training Support

If you require assistance in any training, the MTA is happy to support you on your learning journey. We can help you with enrolments, fees, payment options, choosing the right pathway to match your goals and general administrative enquiries.

The MTA's trainers are there to provide academic advice and to support your learning experience and they should be your first contact for advice about study and the assessment process.

The Customer Service Team is available for general assistance whilst you are onsite at the MTA and, whilst off-site in industry.

7.1 Upfront Assessment of Needs

Where learners would like to access subsidised training through the South Australian Government, each learner must complete the Upfront Assessment of Need process (UAN). Currently, this applies to all apprentices and trainees in South Australia.

The UAN is required for all prospective participants seeking to access a subsidised training place in a full qualification under an apprenticeship or traineeship. The MTA currently uses the online UAN test.

Firstly, the learner completes the Snapshot Reading and Numeracy Indicator (SRNI) and in conjunction with the learner, the MTA completes a Suitability and Support Needs Checklist and the online Learning and Support Report, which details the students LLN levels, and any support required.

This is compulsory for all students who are undertaking this qualification as part of an apprenticeship in South Australia.

This report is used to identify any needs the student may have and direct them to the appropriate support services.

7.2 Language, Literacy and Numeracy Support

The MTA believes that language, literacy and numeracy (LLN) are crucial underpinnings to learning. LLN issues can be a major disadvantage for learners in their training. The MTA will ensure our enrolment process captures any LLN issues to maximize the potential to ensure successful completion of your course.

If you are aware of any issues regarding LLN, please disclose this to the MTA to ensure we can tailor our training to support your needs. The MTA has access to a range of LLN support programs and we can refer you to these to enhance your skills and have a greater chance of completing your training successfully.

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7.2 Disability Support

The MTA is committed to providing opportunity to learners with disabilities to maximize their learning experience. Commonwealth legislation requires education providers to provide reasonable adjustments that support the inclusion of people with disabilities. Reasonable adjustments can include modification to assessment and provision of additional services, however adjustments are not provided that would undermine the assessment process.

Learners with a disability or medical condition are encouraged to talk to the MTA to enable us to offer the appropriate support. All MTA apprentices must be physically fit and able to carry out manual handling activities.

7.3 Mentoring

Many learners juggle work, study, friends and family commitments and sometimes this can take a toll on us. If you feel this is starting to affect your study, the MTA is happy to assist you – either with our own Automotive Industry Career Mentor or in providing you with information about external counselling services.

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8. Delivery and Assessment at the MTA

All Assessments conducted by the MTA conform to the Principles of Assessment for Standards for Registered Training Organisations 2015.

This means that we will consider assessment that reflects the learner's needs; assessing competencies held by the learner and drawing from a range of assessment methods appropriate to the context, the unit of competency and assessment requirements, and the individual.

Assessment usually takes place by way of written assignments and practical assessments; however, it is at The MTA's discretion as to what assessment is used. At the beginning of the unit, the learner will be made aware of the assessment method.

The MTA will make different assessment methods available to accommodate learners, this forms part of our flexible delivery approach to learning.

If a learner is not happy with an assessment decision, they have the right of appeal. This is outlined in our complaints and appeals policy, which is on our website: www.mtasant.com.au

8.1 Assessment Process

Assessment at the MTA is conducted by assessing individual tasks that make up a unit of competency. On completion of all assessment tasks, each student is graded as either Competency Achieved (CA) or Not Competent (NC).

If the student is deemed Not Competent (NC), the student will then be given an opportunity to be re-assessed. If after the second attempt the student is still deemed Not Competent (NC), the student will need to complete the training again to support them in achieving a Competency Achieved (CA) outcome.

8.2 Resulting

Competency Achieved (CA)

This is achieved when the learner has completed all the assessment tasks in a unit of competency to the required level.

Not Competent (NC).

This is achieved when the learner has completed all the assessment tasks in a unit of competency but has not met the required level in one or all of the tasks.

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Academic Pass (AP)

The MTA use Academic Pass (AP) for units of competency that have an academic requirement and an Industry Skills Assessment (Workplace Evidence). On occasions, the academic requirement has a practical element that is required to be done at the MTA workshop. However, the learner may still have to provide workplace evidence to complete the assessment.

If the student has only successfully completed the academic requirements and the workplace evidence is to be collected later, the Academic Pass (AP) result is utilised.

Once the workplace evidence has been received and deemed competent, the result will be changed to Competency Achieved (CA).

8.3 Recognised Prior learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that determines whether your skills, knowledge and experience align to those required by one or more units of competency, based on what you have learnt through your work and life experience.

You may have developed your skills and knowledge through a combination of

- work experience.
- life experience, such as community involvement
- previous training and education

The RPL process considers all relevant skills, knowledge, and experience that you have. Through this assessment process, you may be able to gain a complete qualification subject to individual course rules. The process may identify gaps in your knowledge, skills, or other parts of a qualification, which you can then complete with additional training.

You will be asked to supply evidence of your experience during the RPL process. This evidence needs to reflect current practice.

If you wish to apply for RPL, please talk to your trainer or the MTA customer service team, or email mtatraining@mtasant.com.au

The RPL process must be completed prior to attending any training, and the evidence must be from prior to your apprenticeship. Evidence collected during your apprenticeship will not go towards an RPL assessment.

8.4 Assessment Only

If you feel you have the skills and knowledge but do not have evidence for RPL you may be eligible for Assessment Only. You can collect evidence from the point of enrolment and will need a supervisor who can validate your work. You will also complete the Knowledge Assessments which are accessible digitally on a new spring. The Assessment Only process must be completed prior to attending any training.

If you wish to apply for Assessment Only, please talk to your trainer or the MTA customer service team, or email mtatraining@mtasant.com.au

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8.5 Credit Transfer

Credit Transfer is the recognition of academic results gained through formal study at Registered Training Organisations (RTOs).

If you wish to apply for credit transfer, please talk to the MTA customer service team, or email mtatraining@mtasant.com.au

9.MOTA

The MTA currently utilise a student management system to deliver our training and assessment to learners across South Australia. For access to your training resources and knowledge tasks you will log into **A New Spring**; for recording all practical tasks you will log into **ready skills**.

Upon enrolment at the MTA, you will be provided with usernames for both these portals, along with basic training and a user guide. You can access both on a computer, laptop, tablet or mobile using the websites or Apps.



The web address for a new spring is: <https://mta.anewspring.com.au/>

In a new spring you will be able to:

- access units you are working on.
- complete you Knowledge Assessments.
- track your progress and see your results.
- see feedback from your trainer on your results and progress.

ready skills

The web address for ready skills is: <https://app.mytrainingplan.com.au/>

In ready skills you will be able to:

- enter details of practical work completed (job cards)
- upload photographs of practical work you have completed.
- track your progress and see your results.
- see feedback from your trainer on your results and progress.
- access videos to help you use ready skills.

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10. VET in School Delivery

The MTA offer a range of courses and qualifications to schools across metropolitan and regional South Australia as part of our VET in School Program.

As part of our school's program, you may be attending either a MTA owned site or a school site.

All VET in school students are required to adhere to all MTA's policies and procedures and ensure they read the following chapters in this book:

- 5. Training facilities at the MTA
- 6. The Learner Experience
- 7. Training Support
- 8. Delivery and Assessment at the MTA

10.1 VET in Schools Information

Attendance

You must notify both the MTA and your VET Coordinator contact person at your school as soon as possible of your absence from any scheduled classes. If you miss too many classes, you may be required to repeat the training.

- lateness and non-attendance are reported to your home school.
- any learner needing to leave class for an appointment must have a signed and dated note from their parent or guardian prior to leaving the school grounds.
- all learners must sign out of the school at the front office if leaving early.
- learners will not be permitted to leave the school grounds at any time during training hours without authorisation. No learners are to leave the school grounds during their breaks.

External School Site Facilities

At the beginning of your training, you will have an induction of the school site and its facilities. This will involve all emergency procedures and safety requirements.

As the school site may not be your home school, you need to follow all policies and procedures of the school site as directed to you by either the school or the MTA.

VET Coordinator/ Student Support

If you need additional support, your first point of contact should be with your VET Coordinator at your home school. The MTA will work with you and your VET Coordinator to assist you where possible.

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Code of Conduct

VET in school learners must

- treat others with consideration and respect and cooperate with teacher's requests
- report all bullying
- use approved areas of the yard only
- keep the school clean and tidy
- remain in school grounds
- return to class promptly at the end of recess and lunch

10.2 VET Readiness Orientation (VETRO)

The MTA is a preferred provider for VETRO in South Australia and we currently offer AUR20520 Certificate II in Automotive Servicing Technology.

VETRO applies to all students commencing VET through a Flexible Industry Pathway, including apprenticeships and traineeships. It is not required for students undertaking Stackable VET or Fee for Service courses.

To access this training, student must apply through their home school. The training is subsidised and offered at a reduced price to the student.

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11. Additional Information

11.1 Policies

It is crucial that all learners are aware of the MTA's policies that may affect them as a learner. If you want to access any MTA policy, please contact your trainer and MTA will provide you with the required policy and information.

MTA RTO has the following policies accessible on our website and as such, it is your responsibility to ensure you read and are familiar with these:

- Complaints and Appeals Policy and Procedure
- Fees and Refund Policy
- Privacy Policy

11.2 The MTA's responsibilities and learners' rights

If there are any changes to the agreed services, the MTA will advise all learners affected as soon as practicable. This may include the following changes:

- any new third-party arrangements
- changes to existing third-party arrangements
- change in MTA ownership
- The MTA ceasing operations as an RTO

The MTA will contact the learners initially by face-to-face if the learner is currently on site, then telephone, email and letter communication will follow to ensure all learners have been informed in a timely manner.

If the MTA ceases to operate, we will endeavour to:

- ensure that before the MTA is no longer registered, you will have either completed your course or transferred to a new training provider
- source an alternative provider for you to consider transferring to
- issue you with your qualification and/ or statement of attainment if you have completed the requirements
- return all unmarked assessments

If you believe, you are owed a refund you should contact the MTA immediately and request a refund. You may be directed to Consumer and Business Services to assist you in your enquiry at, <https://www.cbs.sa.gov.au/>

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