

Postal: PO Box 71, Scarborough Qld 4020



# Student Handbook

# Table of Contents

Welcome to MW Training Consultants .....	3
Contacting Us .....	3
Code of Practice .....	4
Getting Started .....	5
Course Information .....	5
Course Costs .....	6
Assessment Policy .....	6
Plagiarism, Cheating and Collusion in Assessment .....	14
MW Training Consultants Responsibilities.....	15
Work Placement.....	16
Recognition of Prior Learning (RPL) and Credit Transfer.....	17
Appeals .....	19
Course Duration .....	24
Extension Policy.....	25
Complaints Procedure .....	25
Student Counselling and Support .....	26
Austudy and Abstudy Information .....	27
Language, Literacy and Numeracy Support .....	27
Student Records .....	27
Disciplinary Matters .....	28
Legal Responsibilites .....	28
Workplace Health and Safety (WHS). .....	28
Refund Policy.....	29
Access and Equity Policy .....	31
Courses .....	36

# Welcome to MW Training Consultants

Dear Student,

As Director of MW Training Consultants, I would like to take this opportunity to welcome you on behalf of our team of dedicated trainers.

Our personnel have appropriate qualifications and experience to deliver with care and understanding, quality training; and are able to facilitate the assessment relevant to the training programs offered. Your assessment will also meet the Assessment Principles of the Standards for Registered Training Organisations (SRTO2015), which includes recognition of Prior Learning and Credit Transfer.

Acting as a catalyst for change MW Training Consultants offers a range of programs for the individual, the community and the workplace; enhancing communication and productivity with a commitment to quality.

Courses are designed and developed with innovation and vision - providing access and equity throughout our training programs for the overall benefit of the community.

We have sound management practices to ensure effective student service. In particular we have service standards to ensure timely issue of results and qualifications. These will be appropriate to competence achieved and will be issued in accordance with national guidelines.

If you have any questions regarding our training organisation or your course, please contact our Administration Manager on the phone number below.

I wish you well in your endeavours.

Yours sincerely,

*Irena Morgan*

Irena Morgan  
Director  
MW Training Consultants

---

## Contacting Us

Head Office

PO Box 71 Scarborough 4020

Telephone: 0432503256  
Email: [admin@mwtrain.com.au](mailto:admin@mwtrain.com.au)  
Web: [www.mwtrain.com.au](http://www.mwtrain.com.au)

# Code of Practice

This Code of Practice has been developed to provide students with evidence that MW Training Consultants provides timely and appropriate information, advice and support services to assist all students in achieving their identified outcomes. MW Training Consultants is also committed to providing students quality customer service. This Code of Practice provides guidelines on all issues that may affect a student whilst studying with MW Training Consultants. This Code of Practice is implemented to ensure that students achieve their study outcomes in an equitable and enjoyable manner.

As a Registered Training Organisation, MW Training Consultants operates within the Standards for Registered Training Organisations 2015.

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

This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

MW Training Consultants has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. Our student service policies include a fair and equitable refund policy, complaints and appeal policy, and an access and equity policy. Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and students.

Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined. MW Training Consultants participates in external monitoring and audit processes required by the Australian Skills Quality Authority (ASQA). This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

MW Training Consultants has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. Student records are managed securely and confidentially.

Our vocational education and training products are marketed with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. MW Training Consultants will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn. MW Training Consultants provides all relevant insurances for the student whilst they are attending work placement. Should students require more information about these insurances, please speak with the Administration Manager.

# Getting Started

Students wishing to enrol with MW Training Consultants must sign their enrolment form to indicate their acceptance of our policies and conditions. Students are encouraged to contact us with any queries prior to enrolment.

Students applying to enrol in any course must have the minimum entry requirements which are listed on each course outline. Complete application and forward to Head Office

- Step 1 Fill in Course Application and pre-course assessment
- Step 2 Post or email to Head Office
- Step 3 Head office will contact you with details of your Trainer
- Step 4 The Trainer will contact the student to assist in the commencement of study

MW Training Consultants are required to enrol students who are able to demonstrate the requisite Foundation Skills levels for each qualification or course. These levels are proscribed by the units of the qualification in the Training Package

## Course Information

Adequate facilities, equipment and training materials where appropriate will be provided to ensure the learning environment is conducive to the success of students. Course details vary from course to course, therefore are supplied independently of this handbook. Students will be supplied with the competencies/learning outcomes and assessment criteria for the course.

All students will be treated in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff with the minimum Certificate IV in Training and Assessment or equivalent with industry skills will assist the student to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

After achieving their competencies students will be awarded with the relevant qualification within 21 days of course completion.

Students who are deemed 'not yet competent' upon completion of training are provided with negotiated options for re-assessment to ensure a fair opportunity to attain competence for all students is provided.

Should the student achieve only some of the competencies from the course, they will be awarded a Statement of Attainment identifying the units of competency, which have been achieved.

At MW Training Consultants training is conducted via distance learning; however other options can be negotiated.

## Course Costs

MW Training Consultants maintains a list of the current course fees for all courses offered on our web site, [www.mwtrain.com.au](http://www.mwtrain.com.au) or alternatively you can request it by email at [admin@mwtrain.com.au](mailto:admin@mwtrain.com.au)

The fees include all materials and administration charges and there are no additional charges for any course.

MW Training Consultants offers instalment payment terms for all courses where the fee is more than \$1500. For any course where the full fee is more than \$1500, to secure the students enrolment we require a \$1500 enrolment payment and the balance of the course fee is then to be paid within three months of enrolment.

The first installment payment is due once the student receives confirmation of their enrolment. The second installment two months from confirmation of enrolment date and the third and final installment is due three months after confirmation of enrolment date.

Any student seeking any additional information regarding course fees please call MW Training Consultants administration on (07) 3283 7881

## Assessment Policy

MW Training Consultants is required to implement an assessment system that ensures assessments (including recognition of prior learning) comply with the assessment requirements of national Training Packages and VET Accredited courses within its scope of registration.

This policy ensures MW Training Consultants assessment practices comply with SRT0 2015, provides MW Training Consultants assessors with clear information on assessment processes and evidence requirements, and ensures that assessments are conducted in accordance with the principles of assessment and rules of evidence.

### Policy Statement

MW Training Consultants offers assessment opportunities to all enrolled students. MW Training Consultants is committed to ensuring that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant Training Package, industry expectations and standards.

MW Training applies flexible assessment options, which recognise the diversity of individual student needs and circumstances, facilitating wherever possible the realisation of their learning and vocational goals.

MW Training Consultants ensures that:

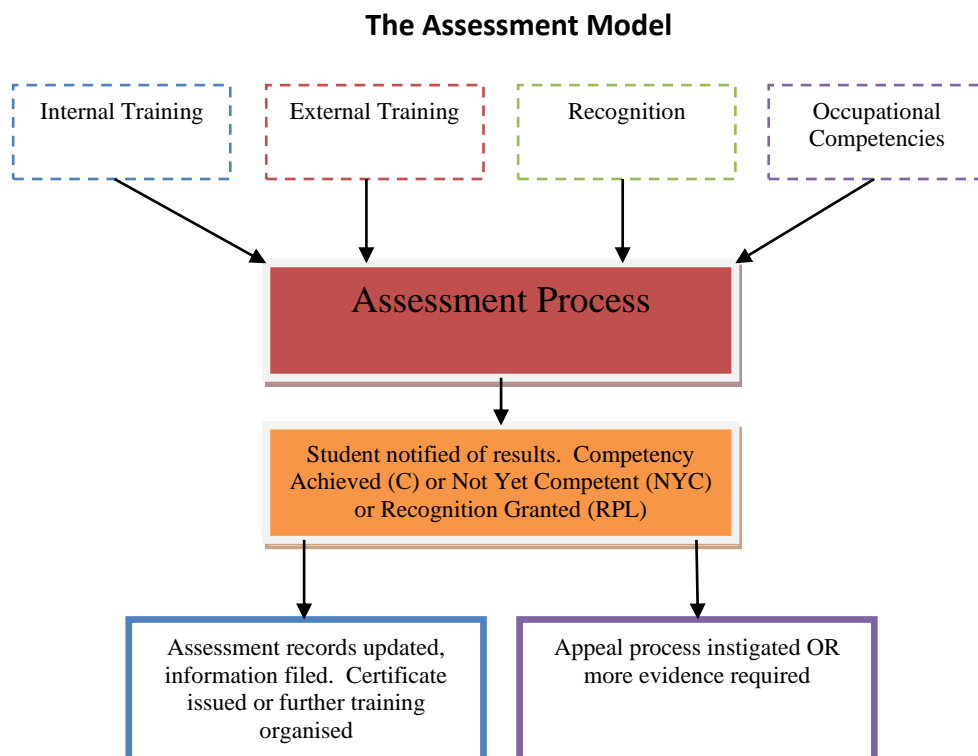
- all assessment options and processes implemented are in compliance with competency based assessment and Training Package requirements;
- all assessments ensure the integrity of the VET system;
- assessment complies with the Principles of Assessment (POA) as prescribed in the SRTO 2015;
- evidence submitted for assessment is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the SRTO 2015; and
- all assessments are conducted by individuals who meet the necessary requirements as noted in the SRTO 2015.

## Policy Principles

### Underpinning Principles

Competency based assessment is a system of collecting evidence, about a person's performance to a pre-set competency standard with emphasis placed on what a person can do (the outcome) rather than comparing a person's achievement to others.

There is no concept of pass or fail, only competent (C) or not yet competent (NYC). The training is focused and allows for greater participation of the student in the assessment process.



## Three levels of assessment:

Various levels of assessment may be used, including:

- i. **Diagnostic** also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- ii. **Formative** assessment assists and supports training by monitoring and advising students of their performance and rate of progress against the training outcomes. This provides feedback to the student, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
- iii. **Summative** assessment evaluates of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Assessment culminates.

Assessment modes may include:

- i. On-the-job
- ii. As part of training
- iii. Off-the-job (Simulation)
- iv. Completion and submission of assignments / work projects
- v. Recognition of Prior learning (RPL)

Evidence gathering methods commonly used by MW Training Consultants may include, but are not limited to:

- vi. Projects
- vii. Written Assignments
- viii. Workplace assignments
- ix. Workplace performance
- x. Documentation
- xi. Demonstration
- xii. Questioning
- xiii. Role play
- xiv. Simulation
- xv. Oral presentations
- xvi. Written tests
- xvii. Portfolio
- xviii. Third party reports.

Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that students have acquired the knowledge and skills required to demonstrate competency.



All assessments will be recorded in accordance with MW Training Consultants Records Management Policy and procedures using appropriate documentation and Student Management System (SMS). Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.

Feedback is provided to students and includes the assessment outcome and guidance for further learning and assessment (as appropriate);

## Special Considerations

- a) Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for a special consideration and reasonable adjustment to assessment.
- b) Special consideration may apply to students who during training or assessment experience one of the following circumstances:
  - i. Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression (requires doctor's certificate).
  - ii. Bereavement.
  - iii. Hardship/Trauma for example, victim of crime, sudden unemployment.
  - iv. Other exceptional circumstances (to be assessed on application).
- c) Students wishing to apply for Special consideration in the above circumstances may do so by discussing their circumstances with the Administration Manager of MW Training Consultants.
- d) Approved applications for Special consideration may be subject to one of the following outcomes:
  - i. Extension of submission date (not beyond 6 months);
  - ii. Deferred Assessment;
  - iii. Additional assessment;
  - iv. No action;
  - v. Withdrawal from course without penalty;
  - vi. Resubmit/reassessment; or
  - vii. Opportunity to recommence course, dependent on availability on another date.

## Reasonable Adjustments to assessment

- a) Students have the right to apply for and receive adjustment to assessment activities to accommodate individual/special needs.
- b) Adjustments to assessment cannot compromise the integrity of assessment, elements and performance criteria of the unit of competency.
- c) Adjustments to assessment will not provide an unfair advantage / disadvantage to students.

## Assessment Submission

- a) All assessments submitted must include a completed assessment cover sheet, for student identification and disclaimer purposes.

- b) Assessments must be submitted by students within four (4) months of commencement of any unit/course.
- c) Students who wish to submit assessments after four (4) months of commencement of a unit/course may need to re-enrol in the training course paying the scheduled course fee at the time.
- d) Students are allowed one “re-submit” for an assessment which has previously been deemed “Not Yet Competent”. Fees may apply for a second “Re-submit”, at the discretion of the Director of MW Training Consultants.
- e) Third and subsequent re-submissions are not allowed. Students must undertake further learning and possibly re-enrol, therefore paying a further course fee.

## Principles of Assessment

Assessments are conducted in accordance with the Principles of Assessment as prescribed in the SRTO 2015. Below is an excerpt from the SRTO 2015 (Table 1.8-1):

<b>Fairness</b>	<p>The individual learner’[s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>
<b>Flexibility</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• Reflecting the learner’s needs;</li> <li>• Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Validity</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• Assessment of knowledge and skills is integrated with their practical application;</li> <li>• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments</li> </ul>

	requirements.
<b>Reliability</b>	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## Rules of Evidence

Assessments are conducted ensuring compliance with the Rules of Evidence (ROE) as prescribed in the SRT0 2015. Below is an excerpt from the SRT0 2015 (Table 1.8-2):

<b>Validity</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficiency</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Currency</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Assessor Requirements

All assessments are undertaken by suitable qualified Assessors who have both assessor competencies and vocational competencies at least to the level being assessed, and as prescribed in Standard 1 and Schedule 1 of the SRT0 2015.

## Assessment Resources

- a) Assessment resources are developed in consultation with industry. (See Training Strategies and Resources Policy)
- b) Assessment tools are the resources used by assessors to identify and record the skills and knowledge students must demonstrate to be deemed competent in a unit/module.
- c) Assessment tools are crucial for the accurate and consistent assessment of students against competency standards.
- d) Assessment tools are required as evidence of assessment and must be retained on record as proof that a person was assessed as competent, for a minimum period of six (6) months.
- e) Assessment tools consists of:
  - i. Instructions for students;
  - ii. Instructions for assessors;
  - iii. Assessment instruments;

- iv. Pre assessment briefing;
- v. Assessment checklists; and
- vi. Assessment outcome Summary.

## Assessment Validation

MW Training Consultants assessment policies, processes, resources and outcomes are validated regularly. (See Validation Policy)

## Assessment Marking

- a) Assessments are not graded.
- b) Assessments are assessed/marked in order of submission date.
- c) When marking assessments, Assessors will make comments and provide genuine feedback for the entire assessment.
- d) Students are notified of assessment outcomes within two (2) weeks of submission.

## Assessment Decisions and Outcomes

- a) Assessment outcomes are recorded as one of the following:
  - i. **Competent (C)** - Students are deemed 'competent' when they have consistently demonstrated their skills and knowledge to the standard required in the workplace, for a full unit/module.
  - ii. **Not Yet Competent (NYC)** – Students are deemed 'Not Yet Competent' when they are unable/have not demonstrated appropriate levels of competence in accordance with the minimum performance standards for a full unit/module.
- b) Students assessed as 'Not Yet competent' shall receive feedback and guidance from the Assessor, and may be required to undergo further training before re-assessment.

## Assessor Code of Conduct

All MW Training Consultants Assessors abide by the following code of conduct.

Assessment specialists have developed an international code of ethics and practice (The National Council for Measurement in Education (NCME)). The Code of Practice below is based on the international standards.

- i. The differing needs of students will be identified and handled with sensitivity
- ii. Conflict of interest in the assessment process will be identified with appropriate referrals made to the operations manager when identified
- iii. All forms of harassment will be managed throughout the planning, conduct, reviewing and reporting of the assessment outcomes as per the Access and Equity Policy
- iv. The rights of the student are protected during and after the assessment
- v. Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes as per the Complaints and Appeals Policy
- vi. The student is made aware of rights and processes of appeal
- vii. Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- viii. Assessment decisions are based on available evidence that can be accessed and verified by another assessor
- ix. Assessments are conducted within the boundaries of the assessment system policies and procedures
- x. Formal agreement is obtained from both the student and the assessor that the assessment was carried out in accordance with the procedures briefed before the commencement of the assessment
- xi. Assessment tools, systems, and procedures are consistent with equal opportunity legislation
- xii. Prior to the assessment the student is informed of all assessment reporting processes and all known potential consequences of decisions arising from the assessment
- xiii. Confidentiality is maintained regarding assessment results and are only released with the written permission of the student
- xiv. The assessment results are used consistently with the purpose explained to the student
- xv. Self-assessments are periodically conducted to ensure current competencies against the Training and Assessment Competency Standards
- xvi. Professional development opportunities are identified and sought by assessors
- xvii. Opportunities for networking amongst assessors are created and maintained with technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

# Plagiarism, Cheating and Collusion in Assessment

- a) Plagiarism, cheating and collusion in assessment are expressly prohibited.
- b) Students cannot submit any piece of work for assessment that is not entirely their own work.
- c) Students cannot assist other MW Training Consultants students with assessed work.
- d) Students cannot accept assistance from other MW Training Consultants students with assessed work.
- e) Students cannot submit the same piece of work for assessment, as another learner/student of MW Training Consultants.
- f) All cases of plagiarism, cheating and collusion are treated as a serious matter and will be reviewed and treated on a case by case basis.
- g) Depending on severity and circumstances, penalties of plagiarism, cheating and collusion may include one or more of the following (i.e. sanctions may not be discrete):
  - i. Completion and resubmission of a new assessment task; and/or
  - ii. All parties receiving a “Not Yet Satisfactory” result for the assessment task; and/or
  - iii. Verbal or written warning; and/or
  - iv. Suspension or expulsion from the course.
- h) Student records will be noted with all investigated and proven incidents.
- i) All incidents will be reviewed by the Director of MW Training Consultants.

# MW Training Consultants Responsibilities

## Director

The Director of MW Training Consultants is responsible for ensuring assessments comply with the requirements of National Training packages, the current AQF Handbook and the Standards for Registered Training Organisations 2015 and that they are within the current scope of registration.

The Director of MW Training Consultants must ensure the assessment process is open, structured, consistent and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.

The Director of MW Training Consultants is responsible for ensuring the assessment strategies are designed with the flexibility to meet the needs and circumstances of a wide range of students, including those who may be socially, linguistically, educationally, or otherwise disadvantaged.

The Director will ensure:

- a) All appointed and authorised Assessors possess and maintain relevant qualifications and vocational competency in accordance with those required in the SRTO 2015.
- b) Students are provided information on the assessment process prior to assessments being conducted.
- c) Assessors incorporate the principles of assessment including validity, reliability, flexibility and fairness when conducting assessments.
- d) Assessors apply the rules of evidence including validity, sufficiency, currency and authenticity when conducting assessments.
- e) Assessment processes provide for Recognition of Prior Learning (RPL).
- f) An effective feedback mechanism is established and implemented to inform students and students on their assessment progress and results.
- g) An effective recording and reporting process of the unit of competency/module including access to information by students to their records.
- h) Students have access to an open, equitable and transparent appeals process.
- i) Awards of qualifications are in accordance with RTO Scope of Registration as listed by TGA ([www.training.gov.au](http://www.training.gov.au)).
- j) Ongoing internal monitoring and validation of the assessment system for quality control checks.
- k) Management and staff participation in an independent (external auditing) quality control process conducted by the VET regulator.

## Assessors

Assessors conducting assessment on behalf of MW Training Consultants will:

- a) Ensure they assess and judge a student's skills and knowledge of competence against set standards, principles of assessment and rules of evidence.
- b) Ensure that safety of the personnel involved in the assessment is maintained at all times.
- c) Ensure that assessment focuses on the application of knowledge and skills to the standard of performance required in the workplace and covers all aspects of workplace performance.
- d) Ensure the assessment process is open, structured, consistent and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.
- e) Interpret and understand the performance criteria and evidence requirements.
- f) Select appropriate assessment methods and materials.
- g) Make fair and objective judgements.
- h) Abide by the Assessor Code of Conduct.
- i) Provide all relevant paperwork to administration for processing in a timely manner.

## Work Placement

Work placement is a requirement for most of the qualification to enable students to apply the theoretical knowledge they gain through the training.

Students are expected to arrange their own practicum but may ask for assistance from their Trainer.



# Recognition of prior learning (RPL) and credit transfer

MW Training Consultants is required to offer Recognition to all students, and to implement an assessment system that ensures that assessment (including recognition of prior learning) complies with assessment requirements of Training Packages and VET Accredited course, the Principles of Assessment (POA) and Rules of Evidence (ROE).

## Policy Statement

MW Training Consultants is committed to providing effective processes for Recognition options to all current and prospective students.

MW Training Consultants will ensure that:

- It implements an assessment system that ensures RPL assessments comply with assessment requirements of relevant Training Packages, VET Accredited Courses;
- RPL assessment is conducted in accordance with the Principles of Assessment (POA);
- RPL assessment is conducted in accordance with the Rules of Evidence (ROE);
- Recognition is offered to all students on enrolment;
- Adequate information and support are provided to students in understanding the process and gathering reliable evidence to support their recognition claim;
- all Recognition applications are processed in accordance with the MW Training Consultants Assessment Policy; and
- Appropriate recognition will be given to AQF Certification documentation issued by other RTOs.

## Policy Principles

### Underpinning Principles

- a) Recognition is made available to any person commencing a course with MW Training Consultants.
- b) Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge currently held by the learner acquired through formal, non-formal and informal learning.
- c) Recognition is used to determine the advanced standing or 'credit', for a training program, that the learner may be awarded as a result of their prior knowledge, skills and experience.
- d) Recognition is an alternative pathway to an AQF qualification or Statement of Attainment.
- e) Recognition is an Assessment process, and as such is subject to all provisions of the MW Training Consultants "Assessment Policy".

- f) Recognition assessment decisions must comply with Principles of Assessment and Rules of Evidence as outlined in the SRTO 2015 and in MW Training Consultants Assessment Policy. (See Assessment Policy)
- g) All students may apply for formal recognition of existing competencies against an AQF qualification / Accredited course / unit of competency / module that MW Training Consultants is registered to deliver.
- h) The onus is upon the candidate to demonstrate competence to the satisfaction of the assessors, including the provision of certification documentation.
- i) Competency may be derived from many sources:
  - i. Work experiences
  - ii. Work product
  - iii. Life experience
  - iv. Training programs offered by industry, private or community based providers which may or may not have been formally recognised
  - v. Training programs undertaken overseas (which may or may not be accredited in that country)
  - vi. Informal learning programs
  - vii. Certification from another RTO
- j) Only accredited and approved assessors will conduct Recognition assessments on behalf of MW Training Consultants. (See Assessment Policy)
- k) Recognition assessments must comply with the assessment requirements detailed in the relevant Training Package and VET Accredited course.
- l) Recognition application and assessments are subject to fees as outlined in MW Training Consultants 'Schedule of Fees'.
- m) The minimum acceptable claim for Recognition is a Unit of competency/module.
- n) Certification documentation will not be issued until all relevant fees are paid in full. (See Certification Policy)
- o) Information of Recognition processes and arrangements are provided to all students and prospective students.
- p) An applicant, who has undertaken a course that is not competency based, can gain credit transfer into a competency-based course if the mapping of competency can be justified.

## **Mutual Recognition / Credit Transfer**

- a) MW Training Consultants will accept and mutually recognise the decisions and outcomes of any RTO or body in partnership with an RTO, thereby ensuring mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by other RTO's or AQF authorised issuing organisations.
- b) MW Training Consultants recognises AQF certification documentation from other RTOs, and authenticated VET transcripts issued by the Registrar and after review and verification of validity will apply a credit to all relevant units of competency/modules.
- c) Mutual Recognition applies when the certification documentation provided by the student contains the same national competency code as those that form part of the training and assessment program offered by MW Training Consultants.

- d) Certification documentation must be presented as certified copies of an original. Certified copies must be signed by an authorised signatory to verify authenticity. Original Certification documentation will NOT be returned to the applicant.
- e) MW Training Consultants are not obliged to issue an AQF qualification or Statement of Attainment that is achieved wholly through recognition of units and /or modules completed at another RTO or RTOs. (i.e. student cannot complete all of their learning and assessment with another RTO and request MW Training to issue the qualification under Recognition)
- f) The amount of recognition contributing to the issuance of certification documentation from MW Training Consultants (i.e. using units/modules completed at other RTOs) is at the discretion of the Director of MW Training Consultants.
- g) In the event a student wishes to undertake refresher training in a unit/module for which they have been previously awarded recognition, then student will be advised that the completion of the assessment is not necessary, however, may be offered as an option.
- h) Where the recognised AQF qualification and attributed units/modules forms part of another AQF qualification, the student will only be enrolled in the additional units required to complete the new qualification.

Fees will reflect reduced learning load.

## Appeals

MW Training Consultants is required to have a policy and processes in place to manage requests for a review of assessment decisions, including those made by third party training and assessment providers who provide services on behalf of MW Training Consultants.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. The Appeals policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

The object of this policy is to ensure that MW Training Consultants staff and third party partners, act in a professional manner at all times. This policy provides students with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### Policy Statement

MW Training Consultants acknowledges that students have the right to appeal an assessment decision, based on valid grounds for appeal.

MW Training Consultants has provision for students to appeal against assessment decisions, including those made by a third party partner.

MW Training Consultants ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, MW Training Consultants:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and students;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent person or panel;
- ensures that each appellant has the opportunity to formally present his or her case;
- ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- utilises outcomes of appeals to review current practices which may potentially lead to continuous improvement.

## Policy Principles

### Underpinning Principles

- a) Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- b) The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- c) The appellant can provide detail of their appeal either verbally and/or in writing.
- d) All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- e) If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- f) Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- g) All appeals are acknowledged in writing and finalised as soon as practicable.
- h) MW Training Consultants may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be the responsibility of the appellant.
- i) If the appeal will take in excess of 60 calendar days to finalise MW Training Consultants will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- j) MW Training Consultants strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- k) All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training

## Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b) The judgement was not made in accordance with the Assessment Plan;
- c) Alleged bias of the assessor;
- d) Alleged lack of competence of the assessor;
- e) Alleged wrong information from the assessor regarding the assessment process;
- f) Alleged inappropriate assessment process for the particular competency;
- g) Faulty or inappropriate equipment; and/or
- h) Inappropriate conditions.

## Appeals Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with MW Training Consultants Assessment Policy the student will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment.

The Director of MW Training Consultants is the Appeals Resolution Officer. The Director may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process and Student Handbook.

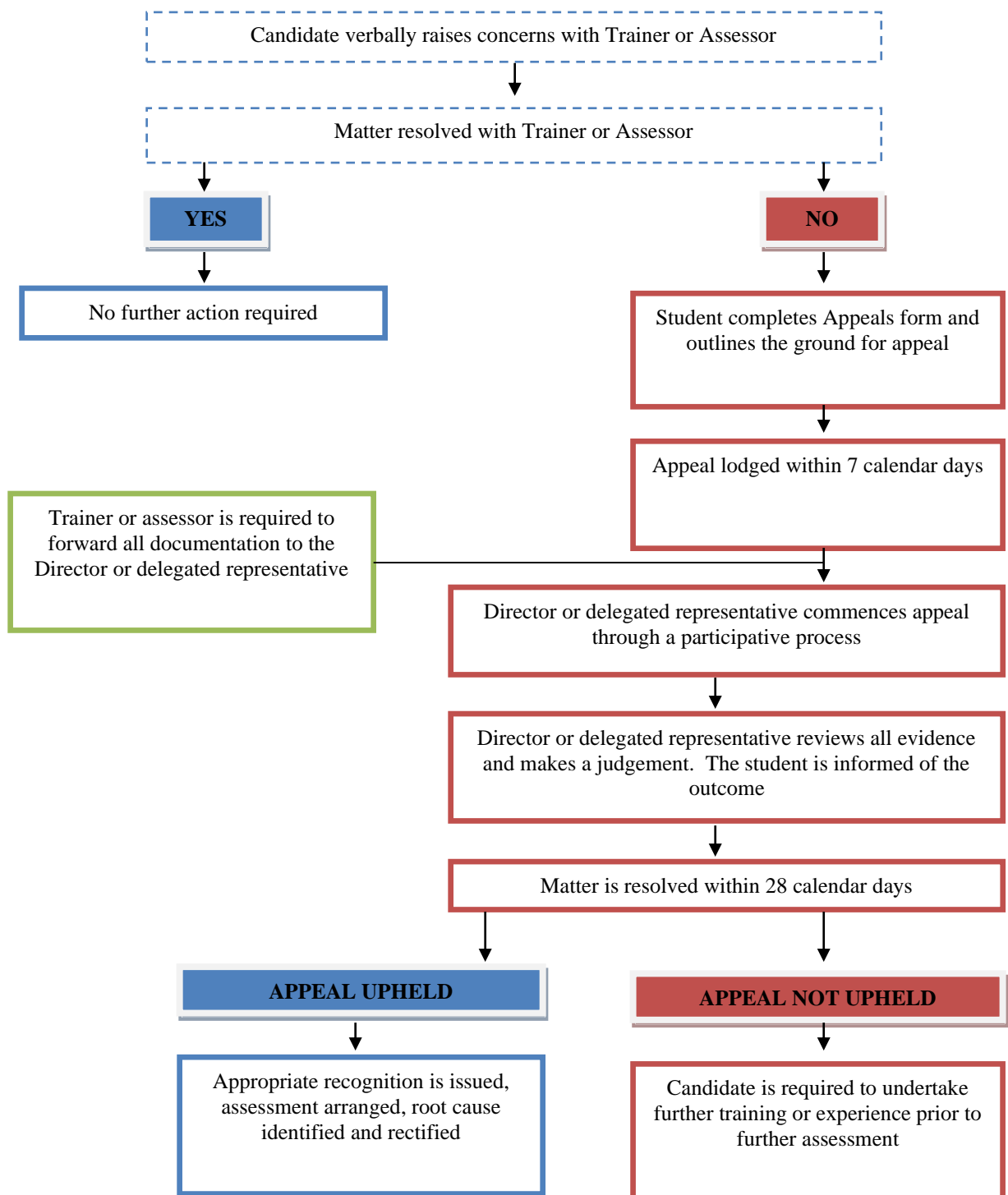
## Appeals Process

All appeals shall follow the below process:

- a) Appeal to be made in writing within 7 calendar days of notification of the assessment decision using the Appeals form.
- b) A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.

- c) The Director of MW Training Consultants shall be informed of receipt of any appeal.
- d) The Director of MW Training Consultants may delegate responsibility for the resolution of the appeal, as appropriate.
- e) Appeals will be processed in accordance with the Appeals flowchart – Annex A.
- f) Appeals, where possible, are to be resolved within 28 days of the initial application.
- g) In all cases the final conclusion will be endorsed by the Director of MW Training Consultants.
- h) The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- i) If the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

## ANNEX A: Appeals Process



**Where a student feels they cannot approach the training organisation they may contact the Department of Employment, Small Business and Training**

### **General enquiries**

Telephone: 13 QGOV (13 74 68)

### **Mail address**

Department of Employment, Small Business and Training  
PO Box 15033  
City East Qld 4002

### **Street address**

30 Mary Street  
Brisbane Qld 4000

## **Course Duration**

The duration or Volume of Learning that is proscribed by the Australian Qualification Framework (AQF) determines the length of each of our courses

<file:///C:/Users/admin/Desktop/ASQA%20standards/AQF-2nd-Edition-January-2013.pdf>

- **AQF 1** The volume of learning of a Certificate I is typically 0.5 – 1 year
- **AQF 2** The volume of learning of a Certificate II is typically 0.5 – 1 year
- **AQF 3** The volume of learning of a Certificate III is typically 1 – 2 years. Up to 4 years may be required to achieve the learning outcomes through a program of indentured training/employment
- **AQF 4** The volume of learning of a Certificate IV is typically 0.5 – 2 years. There may be variations between short learning duration specialist qualifications that build on knowledge and skills already acquired and longer duration qualifications that are designed as entry level requirements for work
- **AQF 5** The volume of learning of a Diploma is typically 1 – 2 years
- **AQF 6** The volume of learning of an Advanced Diploma is typically 1.5 – 2 years
- **AQF 7** The volume of learning of a Bachelor Degree is typically 3 – 4 years
- **AQF 8** The volume of learning of a Graduate Certificate/Diploma is typically 0.5 – 1

year (The volume of learning of a Bachelor Honours Degree is typically 1 year following a Bachelor Degree. A Bachelor

Honours Degree may also be embedded in a Bachelor Degree, typically as an additional year )



## Extension Policy

Full qualifications usually take 12 months to complete. MW Training Consultants recognises that the management of deadlines is an important aspect of learning and teaching. However it is also recognised that circumstances may intervene which require more time to complete the qualification.

In general, extensions are only granted in exceptional circumstances.

Work commitments and/or heavy study workloads are not considered a valid reason to request an extension. The reasons given by a student for an extension must be in accordance with the following guidelines and in all circumstances must be supported by relevant documentation. The duration of the requested extension must be reasonable and justified by the documentation.

Guidelines with respect to the kinds of circumstances that may lead to an approval of an extension application include the following:

- A student is unwell or injured.
- The death or diagnosis of a serious illness of a close family member or friend.
- Illness of a child or parent /guardian for which the student is the primary care giver.
- An unforeseen event that substantially impacts on the ability to continue study.

If a student considers that he or she has encountered special circumstances and wishes to request an extension this should be made in writing to the organisation and the submission will be considered at the discretion of the Director of MW Training Consultants.

## Complaints Procedure

A student enrolled in a course who has a complaint, on any matter, other than academic decisions, involving MW Training Consultants should undertake the following steps:

- Step 1 Students who feel they have an issue of concern should in the first instance contact the trainer.
- Step 2 The matter will then be reviewed by the trainer who will deal with it fairly and equitably and in a timely fashion.
- Step 3 If the matter is not resolved to the satisfaction of both parties within **14 days**, a formal request is to be made to MW Training Consultants in writing.
- Step 4 An independent review will be undertaken by a senior staff member who has not been involved in the original decision.
- Step 5 The decision will be communicated to the student

The process of reviewing the complaint and preparing a detailed written response to the student is to occur within **28 days** of receiving the written complaint.

If after this process the student is still dissatisfied, the student may contact the Director of MW Training Consultants P.O. Box 71, Scarborough, Qld 4020 who will make the final decision.

Results of the appeal will be provided in writing to the appellant.

If the student is still dissatisfied, a written notice may be lodged with MW Training Consultants requesting an independent review by an external mediation consultant, or appropriate body.

Any substantiated complaints will be reviewed for corrective action as part of the company's continuous improvement process and appropriate action taken to prevent any recurrence.

**Where a student feels they cannot approach the training organisation they may contact the Department of Employment, Small Business and Training**

#### **General enquiries**

Telephone: 13 QGOV (13 74 68)

#### **Mail address**

Department of Employment, Small Business and Training  
PO Box 15033  
City East Qld 4002

#### **Street address**

30 Mary Street  
Brisbane Qld 4000

## **Student Counselling and Support**

Students requiring counselling or support should discuss the matter with their trainer and/or contact officer. The trainer and/or contact officer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively the student may wish to contact the relevant organisation themselves.

## **Austudy and Abstudy Information for Australian Students**

Austudy or Abstudy is available for eligible students who are studying on a full time basis. For information regarding Austudy/Abstudy or your eligibility, contact the Austudy division of Centrelink

**Austudy**

Telephone: 132 490

**Abstudy**

Telephone: 1800 132 317

## Language, Literacy & Numeracy Support

MW Training Consultants are required to enrol students who are able to demonstrate the requisite Foundation Skills levels for each qualification or course. These levels are proscribed by the units of the qualification in the Training Package

Foundation Skills – Language, Literacy and Numeracy, and Employability skills – are embedded in every unit of every qualification delivered by MW Training Consultants.

However, additional support is also provided during the courses for language, literacy and numeracy acquisition in relation to the specific vocational area. These can be in forms of specific learner guides or one-to-one support from the trainer.

## Student Records

MW Training Consultants Quality Assurance system provides record keeping and tracking forms that the trainer and students comply with and complete during the training program.

MW Training Consultants use both manual and electronic tracking of student enrolment, attendance and completion of the training course. Documentation is maintained by Administration on the student file verifying the student's progress through the training program.

**Certification and Replacement Certificates**

Upon completion of the students full course, the qualification or (in the case of partial completion of a qualification) the Statement of Attainment gained will be posted to the postal address indicated on the students enrolment form.

Should a student lose the evidence of their training outcome (either Certificate or Statement of Attainment) the student will be required to supply MW Training Consultants with a Statutory Declaration setting out the circumstances and a formal request for a replacement.

A \$50 re-issue fee will be charged for issuance of any replacement qualification.

## Disciplinary matters

MW Training Consultants retains the right to refuse enrolment as permitted by law and to remove from a course any students who behave in an unacceptable or inappropriate

manner towards staff or other students or who fail to respect the property of MW Training Consultants, the staff or other students, or the premises in which the training is being conducted.

There are a number of basic rules to be observed whilst training with MW Training Consultants

- All students will comply with all reasonable requests and requirements made by staff of MW Training Consultants
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any excessive obscene, offensive or insulting language or behaviour, will not be tolerated.
- Students will be courteous to co-students, staff and the public at all times.
- Disruptive behaviour will not be tolerated.
- The breaking of any state or federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.)
- At all times while at the workplace students must continue to abide by all rules set in that workplace.

## Legal responsibilities

In the case of events involving theft, assault and other acts, which are against the law, these will be immediately referred to the Police. All students are required to abide by Legislation that impact on their behaviour and the actions of others towards them.

MW Training Consultants recognises and abides by all relevant legislation, including;

**Federal Legislation** [www.scaleplus.law.gov.au](http://www.scaleplus.law.gov.au), governing issues such as privacy, discrimination, and workplace relations etc.

**QLD State Legislation** [www.legislationqld.gov.au](http://www.legislationqld.gov.au) governing issues such as Workplace Health & Safety, Vocational Education Training and Employment, Youth Participation in Education & Training etc.

## Workplace Health & Safety (WHS)

MW Training Consultants adheres to all relevant legislative requirements in the workplace and implements policies and procedures in accordance with the Work Health and Safety Act 2011. Students undertaking work experience (paid or voluntary) as part of their qualification should apply to [admin@mwtrain.com.au](mailto:admin@mwtrain.com.au) for a letter detailing the insurance cover provided by MW Training Consultants.

In terms of distance education, the onus to adhere to WHS principles rests with the student. It is suggested that when working from home a student make themselves familiar with how to set up their workstation and monitor the time spent on their computer. There are many

websites that provide guidance and tips on the use of computers, laptops and your work station, e.g. [www.education.qld.gov.au](http://www.education.qld.gov.au)

## Refund Policy

### Purpose

MW Training Consultants is required to have and provide detail of a fair and reasonable refund process.

### Policy Principles

The following principles underpin this policy.

- a) Details of MW Training Consultants Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of receipt of approved application for refund.
- c) With regard to all withdrawals, MW Training Consultants will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a student has commenced their course.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- h) MW Training Consultants does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- i) MW Training Consultants provides a full refund to all students, should there be a need for MW Training Consultants to cancel a course. In the first instance MW Training Consultants will (where possible) provide an opportunity for the student to attend another scheduled course.
- j) If MW Training Consultants cancels a course, students do not have to apply for a refund, MW Training Consultants will process the refunds automatically.

### Qualifications / Accredited Courses

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$250.00 per qualification
Course Fee – Commenced	Students that have commenced/attended/completed any part of the	Full Course fee payable by the student Nil Refund

Fee Type	Description	Fee \$\$
	course or unit within the qualification	
Course Fee – Not Commenced	Students that have <b>NOT</b> commenced/attended/completed any part of the course or units within the qualification /Accredited course within 30 days of enrolment.	Course fee paid by the student is Refunded

## MW Training Consultants Refund request criteria

- Refund requests must be made in writing using a **Refund Request Form**. This is available at our website [www.mwtrain.com.au](http://www.mwtrain.com.au) or by emailing [admin@mwtrain.com.au](mailto:admin@mwtrain.com.au).
- Refunds will not be given for any of the following reasons:
  - Failure to attend a scheduled training session (face to face or blended training delivery), or choosing not to engage in ongoing training (distance) after contact from the trainer/assessor,
  - Non completion of assessment activities,
  - Change of mind about a course, or,
  - Other circumstances beyond our control.
- Students who apply for a refund before course commencement will only be entitled to the full refund excluding administration fee, provided the course materials the student has been issued with have not been commenced, damaged or marked in any way, and are returned to MW Training within 7 days. If course materials have been commenced, damaged or marked in any way the student will be charged the cost of the course materials. Refund requests after 30 days will not be granted unless extreme hardship or a debilitating medical condition that was not pre-existing can be proven.
- When applying for a refund citing extreme hardship and/or a debilitating medical condition the student must provide supporting documentation. Such documents can include medical certificates, letter from medical specialists, legal documents all of which should be original copies or copies of the originals certified by a Justice of the Peace. These documents together with the completed Refund Request Form should be posted to PO Box 71 Scarborough Qld 4020 or it can be emailed to [admin@mwtrain.com.au](mailto:admin@mwtrain.com.au).
- Should MW Training Consultants cancel a course, students will be entitled to a full refund (or pro rata adjusted refund if a Statement of Attainment can be issued), or to transfer funds to another/future course. In this event, students will be given their preferred option.
- For all courses with a classroom component (blended delivery or full face to face courses), once training has commenced, no refund is available to students unless the student can demonstrate extreme personal hardship or a debilitating medical condition that was not pre-existing.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australian's consumer protection laws.

## Access and Equity Policy

MW Training Consultants promotes, encourages and values equity and diversity with regard to students. MW Training Consultants will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

MW Training Consultants is committed to providing flexible learning and assessment options, allowing students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals.

MW Training Consultants will ensure:

- a) all training and assessment policies and procedures incorporate access and equity principles;
- b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction;
- c) all nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- d) all learners/students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

### Policy Principles

MW Training Consultants will not accept any form of discrimination and we will apply the following principles in support of access and equity:

### Access and Equity Principles

- a) MW Training Consultants abides by access and equity principles.
- b) MW Training Consultants will respect a student's right to privacy, confidentiality and be sensitive to student needs.
- c) MW Training Consultants provides equal opportunity for all learners and is responsive to the individual needs of students whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.
- d) At enrolment, students will be asked to identify personal needs or circumstances that may exist and for which they may require additional support (See Enrolment Policy).
- e) MW Training Consultants will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination,

sexual harassment, bullying and violence, victimisation, and vilification or to deal with it appropriately if it occurs.

- f) MW Training Consultants seeks to create a learning environment where all students are respected and can develop their full potential.
- g) All students are given fair and reasonable opportunity to attend and complete training.
- h) All staff are given fair and reasonable opportunity to participate in relevant decision making processes and the allocation of resources and services as required to fulfil their duties and responsibilities.
- i) MW Training Consultants will demonstrate its commitment by:
  - i. Selecting students according to a fair and non-discriminatory process
  - ii. Making its training relevant for a diverse student population
  - iii. Providing suitable access to facilities and resources
  - iv. Providing appropriate support services
  - v. Providing appropriate complaints procedures
  - vi. Consulting with relevant industry groups
  - vii. Raising staff, contractor and student awareness of equity issues.

## **Equal Opportunity**

MW Training Consultants is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training, unless prescribed by funding contracts.

Target Groups are defined as:

- Aboriginal and Torres Strait Islanders;
- People with a disability;
- People from non-English speaking backgrounds;
- People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised);
- Women;
- People from regionally isolated communities.

## **Special Needs/Considerations**

- a) Students intending to enrol for training with MW Training Consultants are requested prior to enrolment to advise MW Training Consultants if they have any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.
- b) Students are encouraged to discuss with MW Training Consultants any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.
- c) MW Training Consultants, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the students'



learning. However, no compromise to the integrity of the assessment against competency will be allowed.

- d) Students with a disability are required to have the ability to fulfil the core requirements of the units of Competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.

## **Language, Literacy and Numeracy**

- a) Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which MW Training Consultants must abide.
- b) MW Training Consultants makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.
- c) Where a Student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, MW Training Consultants will provide appropriate advice and support to the student regarding further learning options. At times, further language, literacy or numeracy development or remedial assistance may be required to be completed prior to the continuation or completion of the student's course of study.

## **Harassment**

- a) Harassment will not be tolerated at MW Training Consultants. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or student involved in such behaviour. This may include termination of employment and removal of the student from the training course.
- b) Serious cases of harassment may constitute a criminal offence.
- c) MW Training Consultants will not tolerate behaviour which is considered to be sexual harassment and expects all staff, contractors and students to treat each other with dignity and respect.

## **Bullying and Violence**

- a) MW Training Consultants will not tolerate bullying or violent behaviour and expects all staff, contractors and students to treat each other with dignity and respect.
- b) MW Training Consultants recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

## **Vilification**

- a) MW Training Consultants will not tolerate behaviour which vilifies another person and expects all staff, contractors and students to treat each other with dignity and respect.

## **Complaints**

- a) MW Training Consultants encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimisation, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
- b) Complaints will be investigated in a confidential manner and action will be taken to ensure that the discrimination/harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.
- c) Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest the respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.
- d) All staff, students and contractors involved with the MW Training Consultants complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.
- e) MW Training Consultants acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.
- f) MW Training Consultants encourages the reporting of behaviour that breaches equal opportunity policy, but will not tolerate vexatious or frivolous complaints.

## **Victimisation**

- a) In order for complaints to be brought forward, complainants must feel secure in the knowledge that the MW Training Consultants procedures will be followed without fear of reprisal.
- b) MW Training Consultants will not victimise or treat any person unfairly for making a harassment complaint.
- c) MW Training Consultants will not tolerate behaviour of victimisation of another person and expects all staff, contractors and students to treat each other with dignity and respect.
- d) Any complaint of victimisation will be treated in the same manner as a complaint of discrimination, sexual harassment or vilification.

## **Legislation**

This policy reflects our commitment to the following legislation:

- a) National Vocational Education and Training Regulator Act 2011 (NVR Act) – Commonwealth
- b) Vocational Education and Training Accreditation Act 1990 (New South Wales)
- c) Education and the Education and Training Reform Act 2006 (Victoria)
- d) Vocational Education and Training Act 1996 (Western Australia)
- e) Vocational Education, Training and Employment Act 2000 (Queensland)
- f) Training and Skills Development Act 2008 (South Australia)
- g) Training and Workforce Development Act 2013 (Tasmania)
- h) Age Discrimination Act 2004 (Commonwealth)
- i) Disability Discrimination Act 2009 (Commonwealth)
- j) Racial Discrimination Act 1975 (Commonwealth)
- k) Sex Discrimination Act 1984 (Commonwealth)
- l) Discrimination Act 1991 (Australian Capital Territory)
- m) Disability Services Act 1991 (Australian Capital Territory)
- n) Anti-Discrimination Act 1977 (New South Wales)
- o) Anti-Discrimination Act (Northern Territory)
- p) Anti-Discrimination Act 1991 (Queensland)
- q) Equal Opportunity Act 1994 (South Australia)
- r) Sex Discrimination Act 1994 (Tasmania)
- s) Anti-Discrimination Act 1998 (Tasmania)
- t) Equal Opportunity Act 2010 (Victoria)
- u) Disability Act 2006 (Victoria)
- v) Equal Opportunity Act 1984 (Western Australia)

# Courses

## Course Outlines

MW Training Consultants designs its own training programs and resources as well as delivering nationally developed Training Packages and courses. MW Training Consultants provides the following nationally accredited and endorsed courses and qualifications.

### Qualifications - Education

FSK10119	Certificate I in Skills for Vocational Pathways
FSK10219	Certificate II in Skills for Work and Vocational pathways
CHC30213	Certificate III in Education Support
TAE50216	Diploma of Training Design and Development
TAE80113	Graduate Diploma of Adult Language, Literacy and Numeracy Practice
TAE80213	Graduate Diploma of Adult Language, Literacy and Numeracy Leadership
TAESS00009	Address Foundation Skills in Vocational Practice Skill Set

**MW Training Consultants offers numerous Skill Sets from the TAE Training and Education Training Package. Please enquire at [admin@mwtrain.com.au](mailto:admin@mwtrain.com.au) for a full list of Skill Sets we offer.**

### Qualifications – Telecommunication and Aviation

AVI30419	Certificate III in Aviation (Remote Pilot)
ICT20319	Certificate II in Telecommunications Technology
ICT30419	Certificate III in Telecommunications Network Build and Operation
ICT30519	Certificate III in Telecommunications Technology

Specific units:

BSBWHS515	Lead initial response to and investigate WHS incidents
PMAWHS310	Investigate incidents
CPCWHS1001	Prepare to work safely in the construction industry
NWPNET012	Use locating devices
RIICCM202E	Identify, locate and protect underground services

Clusters:

TLIF0001	Apply chain of responsibility legislation, regulations and workplace procedures
TLIF0002	Administer chain of responsibility policies and procedures

MSMPER300	Issue work permits
MSMWHS201	Conduct hazard analysis

TLIF2010	Apply fatigue management strategies
TLIF0006	Administer a fatigue risk management system