Our aim with the delivery of Automotive Apprenticeships and Traineeships is to provide quality and flexible training to suit you, your employer and the Automotive Industry. We also aim to ensure your learning experience is both useful and enjoyable.

This handbook has been designed to help inform you of what you need to know, what is expected of you and what you can expect from your Apprenticeship or Traineeship Training Program.

We ask that you take some time to read through this handbook. This will help you to familiarise yourself and to increase the value of the training delivery for your course.

If you have any questions about this handbook or your apprenticeship/traineeship, please contact your trainer or MTA Institute of Technology on (07) 3722 3000. Country callers can use our Freecall Number 1800 884 137.
MTA Institute of Technology is an SRTO contracted by the Department of Education and Training (DET) to deliver apprenticeships and traineeships in Queensland. We have agreed to operate within the Standards for Registered Training Organisations (RTOs) 2015. This includes a commitment to recognise, where appropriate, the training qualifications issued by other SRTOs. As part of this Code of Practice, MTA Institute of Technology has a commitment to the following principles:

**Legislative Requirements**
MTA Institute of Technology will meet all legislative requirements of the State and Federal Governments. In particular, Work Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

**Access and Equity**
All students will be enrolled in an ethical and responsible manner and consistent with the requirements of the National Automotive Training Package. Our Access and Equity policy ensures that student enrolment decisions comply with Equal Opportunity legislation.

When determining enrolments and any RPL applications, appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards of the course, based on their qualifications and experience.

**Student Welfare and Guidance**
MTA Institute of Technology will make every effort to assist students to manage issues whether work related or personal, where these issues are identified as having a negative effect on training. MTA Institute of Technology will also, on request, assist students to identify career paths within the industry and where possible, plan training to match chosen career paths.

**Quality Management**
MTA Institute of Technology has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers with a view to incorporate usable suggestions in future programs.

**Client Service**
MTA Institute of Technology has adopted sound management practices to ensure effective client service. In particular, we have client service standards to ensure effective training and assessment services as well as timely responses to enquiries.

Our quality focus includes a recognition of prior learning policy, a fair and equitable refund policy, a complaint and appeal policy and an access and equity policy. Where necessary, assistance will be arranged for those students requiring language, literacy and numeracy support. We will take all reasonable steps to ensure this information is disseminated and understood by staff and clients.

Students will be made aware of all fees and charges, course content, assessment procedures and vocational outcomes prior to enrolment. Students can access their files on application. Students are made aware at sign up that their training issues may be discussed with a third party.

**External Review**
MTA Institute of Technology has agreed to participate in external monitoring and audit processes required by DET. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

**Management and Administration**
MTA Institute of Technology has policies and management procedures that ensure sound financial and administrative practices. Management guarantees and safeguards student fees until used for training/assessment. Student records are managed securely and confidentially and are available for student perusal on request, provided that request is in writing and received at least 14 days prior to the perusal date.

MTA Institute of Technology carries adequate insurance as required by State and Federal legislation.

**Marketing and Advertising**
MTA Institute of Technology markets its vocational education and training products with integrity, accuracy and professionalism, avoiding misleading statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

**Training and Assessment Standards**
MTA Institute of Technology has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the courses offered. Assessment will meet the national assessment principles including RPL and will be conducted in accordance with the assessment guidelines of the National Automotive Training Package. Adequate training resources will be utilised to ensure the learning experience is conducive to the students’ success.
Admission Procedures

You must be engaged in either permanent full-time or permanent part-time employment. This includes school-based arrangements. You must also have the ability to read, write and perform basic mathematical calculations as these skills form an integral part of the course. Some literacy (reading, writing and maths) problems are not unusual and you should not feel unsure about discussing any difficulties with your trainer or the staff of MTA Institute of Technology. It is a requirement for MTA Institute of Technology to assess whether or not you have any literacy difficulties. We will give you a very short test during the induction to determine this. Support may be available to assist you with any problems in these areas.

All aspects of social justice and access and equity will be adhered to when admitting you.

Enrolment and Training

The enrolment procedure includes completion of the following:

- **Training Contract** - this is a legally binding document that forms an agreement between you, your employer and is administered by the DET in order for you to participate in a recognised training program.

  Once this is completed, the AASN, who is chosen by your employer, will lodge the Training Agreement with the DET. This usually occurs shortly after your commencement date. The DET will then advise you when you have been successfully registered, by sending you a copy of the Training Agreement together with a letter advising of your registration number.

  Training will not commence until a registration number has been allocated.

  The AASN will notify MTA Institute of Technology that we have been appointed as the SRTO and we will contact your workplace to arrange the completion of enrolment paperwork including the following forms:

  - **MTA Institute of Technology Enrolment Form** - a record for our student file.
  - **MTA Institute of Technology Training Plan** - this sets out the detail of the training you will undertake and an approximate timetable for completing the training.

  Once all forms have been completed, training will commence.

Training Delivery (Workplace)

MTA Institute of Technology delivers training in the workplace at a time that suits your employer, you and your trainer. Training will normally be face-to-face with one or more students. Training can be defined as formal practical (workshop) and theory (classroom) instruction aimed at passing on the appropriate skills and knowledge for the purpose of gaining a qualification.

The DET class this type of training as “01” delivery, or classroom style delivery. It does not necessarily mean that training will occur in a classroom. It simply means that a trainer personally delivers training to you in a face-to-face situation.

The method of delivery is discussed with you and your employer.

The duration of each training visit will vary and depend on your workplace, the unit you are working on and your own progress. In the metropolitan areas visits will normally be a minimum of once a month. These visits may extend to six to eight week intervals in the country areas. Each visit will range from two to eight hours, depending on the training/assessment requirements and the workplace. If you are having difficulty with your studies, your trainer can be contacted by mobile phone during normal business hours.

Training Delivery (College)

MTA Institute of Technology provides a number of training blocks throughout the year in our facilities at Eight Mile Plains. Your employer will be notified well in advance about when you’ve been scheduled into a block, allowing sufficient time to make the necessary arrangements. Your employer will be provided with an information pack which includes; a map of the facilities, travel information (if applicable); accommodation (if applicable) and any other relevant information.

The DET class this type of training as “01” delivery, or classroom style delivery. Training can be defined as formal practical (workshop) and theory (classroom) instruction aimed at passing on the appropriate skills and knowledge for the purpose of gaining a qualification.

All of the training and assessment will be completed during the block period with the exception of your employer confirming your knowledge and skills in the workplace via an Industry Evidence Report which will be collected by your trainer.

The duration of each block is normally three weeks, with classes commencing at 8.30am and finishing at 4.00pm. Classes will not be run if a public holiday occurs during your block period.
Access and Equity

MTA Institute of Technology will attempt to meet the training needs of all students, including the appropriate emphasis on special needs of the disadvantaged. We will do this by providing fair and reasonable access to our training programs while giving careful consideration and/or assistance in the following areas:

- Language, literacy and numeracy support
- Disability support
- Access for women
- Training that meets the student's needs and those of the automotive industry
- A variety of learning and assessment strategies that assist all students to achieve their maximum potential. Realising that the automotive industry – particularly the technical streams – has previously been predominantly male oriented, MTA Institute of Technology supports and encourages the employment of women in the trade. MTA Institute of Technology will ensure that at all times, staff and trainers are aware of, and are implementing this policy.

Fees and Charges

In most cases, the DET meets the cost of training. This means that neither you, nor your employer, pay for the training component of the Apprenticeship or Traineeship. However, there is a DET requirement for all learners to pay a Contribution Fee*. The charges apply to all units of competency delivered under the contract including Recognition of Prior Learning, Credit Transfer (CT) units are exempt from fees.

The fee is payable after you have received notification of registration. It must be paid in full or a payment plan implemented within 30 days of receiving an invoice from MTA Institute of Technology. Invoices are usually issued at the commencement of each new stage of the Training Plan. MTA Institute of Technology may discontinue training if the fee is not paid as required.

It is important to note that Contribution Fees are not related in any way to employment entitlements (i.e. hours of work, overtime, penalty rates, leave and termination of employment); government incentives; or allowances – these matters should be addressed through Fair Work Ph. 13 13 94.

* This fee is calculated by the DET and can be found in the current User Choice Policy document.

Exemptions

Provision exists for partial and full exemptions so students are not financially disadvantaged. Where payment of the student contribution fee would cause the learner extreme financial hardship, then MTA Institute of Technology may exempt the learner from these fees. You may be exempt from paying 60 percent of the fee if you can show that you fall into one or more of these exemption categories:

- you have not completed year 12 and are, or will, be under 17 at the end of February in the year in which the registered training organisation delivers training. Proof of age is required;
- you hold a health care card or pensioner card issued under Commonwealth law, or are the partner or a dependant of a person who holds a health care card or pensioner concession card, and are named on the card;
- you issue the RTO with an official form under Commonwealth law confirming that you, your partner or the person to whom you are a dependant, is entitled to concessions under a health care card or pensioner concession card;
- you are an Aboriginal or Torres Strait Islander. Acceptable evidence of this is self-identification by the individual as stated on Training Contract (Question 29) and AVETMISS VET Enrolment Form.

If you cancel part way through your training, MTA Institute of Technology must be notified in writing immediately. Once the notification is received, a refund will be issued as per the refund policy. You will, however, be required to pay an amount applicable to the training you have received.

Exemption applies if you are a school based apprentice or trainee. In normal circumstances, once your employment status changes to full or part-time, fees apply. Year 12 Graduates may be eligible for fee-free training. Please contact MTA Institute of Technology for further information.

Charges will also apply if your employer wants more training supplied than the maximum amount funded by the DET. The cost of additional training hours will be determined on a case by case basis by MTA Institute of Technology in conjunction with the employer and student.

In cases where a replacement Training Record Book is required, due to loss or damage by you, a fee of $20.00 is charged. In cases where a refundable deposit applies to you and/or your employer to borrow the CDX instructional package. In some qualifications, MTA Institute of Technology agrees to provide and loan training resources to you for the duration of the chosen qualification provided that you remain enrolled with MTA Institute of Technology. During the time you remain with MTA Institute of Technology, you will receive resources that are required for the training and it will be your responsibility to ensure the resources are kept in the condition they were loaned throughout the time you remain enrolled with MTA Institute of Technology. If you cancel your training with MTA Institute of Technology and do not return the resources or return them in a condition deemed unacceptable by MTA Institute of Technology, you will incur the replacement cost of the text book. A wide selection of automotive text books is also available for outright purchase through MTA Institute of Technology so please speak to your trainer about these.

Allocate set times to complete your workbooks – you will need to discuss this with your employer. Make sure that you are fully prepared for scheduled visits with your trainer and you have all your learning material with you.

Make sure your employer knows when your trainer is coming for a visit, so that he/she can release you from your normal work. This handbook forms part of the information kit where you can find a full list of employer and employee obligations. You should make sure that you are fully aware of your responsibilities as detailed on the list.

Student's Obligations (College)

While you are attending college you will be required to;

- Attend all classes and be on time
- Be committed to learning
- Follow your trainer's instructions
- Complete all of the assigned workbooks
- Follow MTA Institute of Technology's code of conduct
- Work safely
- Respect other people
- Respect the property belonging to MTA Institute of Technology

This Handbook forms part of the information kit where you can find a full list of employer and employee obligations. You should make sure that you are fully aware of your responsibilities as detailed on the list.

Supply and Cost of Text Books

In some qualifications, MTA Institute of Technology agrees to provide and loan training resources to you for the duration of the chosen qualification provided that you remain enrolled with MTA Institute of Technology. During the time you remain with MTA Institute of Technology, you will receive resources that are required for the training and they will be your responsibility to ensure the resources are kept in the condition they were loaned throughout the time you remain enrolled with MTA Institute of Technology. If you cancel your training with MTA Institute of Technology and do not return the resources or return them in a condition deemed unacceptable by MTA Institute of Technology, you will incur the replacement cost of the text book. A wide selection of automotive text books is also available for outright purchase through MTA Institute of Technology so please speak to your trainer about these.

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Refund Policy

In the event that you cancel and you have paid a Contribution Fee, MTA Institute of Technology will refund an amount equal to the value of any units that you have paid for, but were not delivered to you. The refund will be processed and issued within 3 days from the time the cancellation advice was received.

There is provision for a full refund to you of any contribution and student support services fees charged for training delivery that has not commenced at the time of the cancellation of enrolment.

There is provision for refunds of 50% where you have withdrawn from a unit of competency/module.

Completion of Course

To complete an Apprenticeship or Traineeship, you must fulfil the requirements of the Training Plan. That is, you must complete all workbooks that are issued, by the completion dates, as agreed to on the Training Plan and be assessed as competent in the units recorded in the Training Record Book. This will require successful completion of theory and practical assessments.

The assessment is competency-based. If you are not satisfied with the assessment, you may appeal to MTA Institute of Technology for re-assessment (refer to Appeal Procedures page 10).

The Automotive Certificate II and III courses are nationally recognised and therefore on successful completion of the course, you will receive a nationally recognised qualification from MTA Institute of Technology. A Certificate of Completion is also available from the DET. To signify completion of your training, a completion agreement must be completed, signed and returned to your trainer or MTA Institute of Technology.

Statement of Attainment

If you are unable to complete your course, you will be issued with a Statement of Attainment showing the units you have successfully completed. In the future, if you decide to complete this course or another similar course, the results recorded on your Statement of Attainment will allow you to receive direct credit for those units.

Recognition of Prior Learning (RPL)

Students who complete vocational training courses can be of all different ages and backgrounds. RPL recognises the knowledge (what you need to know before you can do a task) and skills (the ability to actually do it) may already exist. This can be from previous work experience, training and/or from life experience that you have already learned.

If you believe you already have the knowledge and skills for RPL of certain units, you should inform your trainer during the negotiation of the Training Plan and complete an RPL application form.

On approval of the RPL application by MTA Institute of Technology, your trainer will organise an assessment for those units you are seeking RPL.

If you are successful in being recognised for prior learning this will be recorded on your Training Plan and Training Record Book. It will help you to fast track through your course.

If you have previously been issued with a Statement of Attainment or certificate from a training provider for units included in the training you are undertaking, MTA Institute of Technology will recognise these competencies.

Assessment Procedures

Assessment will be competency-based and conducted continually throughout the course. The methods may vary from being asked to answer a direct question, completing written tasks and/or completing practical tasks. The term “competent” means being able to successfully perform a task repeatedly, in a variety of situations, over a period of time. Your employer and trainer will determine together whether or not you have successfully proved competence.

Complaint Procedure

If you have any concerns regarding the training you receive or the learning material you are provided, you are encouraged to speak with your trainer in the first instance.

If your complaint has not been resolved, we ask you to contact MTA Institute of Technology in writing. Through open communication and negotiation we will ensure an equitable outcome is reached.

If your complaint is regarding a dispute between you and your employer then an Industry Training Consultant from the DET will be asked to resolve your problem. Contact MTA Institute of Technology and we will arrange for a Training Consultant to contact you.

Note: You should always attempt to resolve conflict issues directly with your employer first.
Appeal Procedure

If you do not agree with the results of your assessments you have the right to appeal. You will generally be given at least two attempts to achieve competency in any given unit. Appeals against the assessment of individual units will not be considered beyond the expiry of one month after the assessment date.

All appeals should be in writing with the reasons for your appeal clearly stated. Appeals must be sent directly to MTA Institute of Technology.

Student Welfare and Guidance

Should you feel that you are not coping with your training, either because of difficulties at work or as a result of personal issues, you should seek advice and/or assistance from your trainer or MTA Institute of Technology. MTA Institute of Technology will make every effort to assist you in managing issues that could have an impact on the successful completion of training. Some issues, such as industrial relations matters, may need to be referred to the DET.

Although MTA Institute of Technology does not actively recruit and place trainees and apprentices as part of our core business, we may be able to assist out-of-trade students with sourcing new employment positions. Pathways for continuing students may also be identified through this process. For more information, contact MTA Institute of Technology.

Student Support Agencies

MTA Institute of Technology can provide links to agencies that may provide further support. These include:

- Alcohol, Tobacco and other Drugs
  Free Call: 1800 177 883

- Lifeline
  Phone: 13 11 14
  www.lifeline.org.au

Student Discipline

In keeping with the educational purposes of MTA Institute of Technology, disciplinary actions, other than those requiring recommendations for suspension or expulsion, are intended to be remedial rather than punitive.

It is assumed that the student disciplinary procedures will be employed only after all other good teaching techniques and strategies have been exhausted, eg. supporting students toward positive behaviour; following up concerns with students immediately, etc.

Additionally, whenever possible and appropriate, informal resolution and or mediation should be used to resolve issues of individual behaviour before recourse to formal disciplinary procedures.

Student conduct at MTA Institute of Technology

MTA Institute of Technology expects your behaviour, whilst on the premises of MTA Institute of Technology, to be that of a respectable nature and to recognise that these premises are a place of business. MTA Institute of Technology values its business reputation and therefore asks you to abide by the following to maintain our professional standing:

- Smoking: Students wishing to smoke are required to use only designated smoking areas. Please place all cigarette butts into the receptacles provided.

- Eating: Student amenities are provided on site. Eating in classrooms is not allowed.

- Behaviour: Whist on site, any unruly, loud and loutish behaviour or any other behaviour that would be considered to be outside the bounds of common decency or respect for others, is not acceptable. This includes the use of offensive language.

Appeal Procedure

A student may appeal in writing to the General Manager Training Operations of MTA Institute of Technology against a decision on one or more of the following grounds -

- the penalty is excessive on the facts
- new evidence of a substantive nature is available
- bias or some significant procedural irregularity.

The General Manager Training Operations decision on the grant of an appeal and on the determination of an appeal is final.

MTA Institute of Technology (MTAIT) Disciplinary Procedures

Definitions

- “General misconduct” means any behaviour in relation to people or property which is contrary to any MTA Institute of Technology policy or to any generally accepted standards of behaviour and includes refusal to obey reasonable directions given by a person employed by MTA Institute of Technology.

- “Academic misconduct” means cheating or assisting to cheat whether in an assessment or non-assessment context;

- “Assisting to cheat” means assisting a student with an assessment or other written or practical work with the intention that the student will thereby obtain an unfair advantage;

- “Cheating” means seeking to obtain an unfair advantage in an assessment or other written or practical work with the intention that the student will thereby obtain an unfair advantage;

- General misconduct; assessment cheating and assisting to cheat

MTA Institute of Technology trainers who have reasonable grounds to believe that an act of general misconduct has been committed by a student; or that assessment cheating has occurred; or a student has assisted another student to cheat must report the matter to the relevant senior trainer who may:

- Address the student directly;

- Contact the students employer (if applicable) to discuss the matter;

- Suspend the student (if at college); or

- Contact the DET and report the matter.

All incidents must be reported to the General Manager Training Operations of MTA Institute of Technology in the form of an incident report. Trainers must not take disciplinary matters into their own hands.

Note: When cheating has occurred the following can take place -

- a reprimand

- disallowance of the work concerned by prohibiting assessment or, where the work has been assessed, annuling the results in the assessed work;

- suspension from enrolment in any units offered by MTA Institute of Technology;

- exclusion from all programs offered by MTA Institute of Technology.

Student Feedback

As part of our commitment to quality training, we like to evaluate the implementation, delivery and outcomes of our training. Any feedback on the content and quality of training and its delivery is of value to us. You should not hesitate to inform us of your thoughts and opinions on our workbooks, text books, other resource material and anything else relating to our training. For this information to be accurate it is best that you inform us in writing, as soon as possible, while your thoughts are still fresh in your memory. You may also inform us via the Learner Questionnaire or survey that is distributed to each student once training is completed.

To ensure we are meeting your expectations MTA Institute of Technology carries out random quality surveys of students and employers involved in our training programs. This can be via a telephone call or, in person, by an MTA Institute of Technology representative. Should you be contacted, please be open, honest and attempt to answer all questions to the best of your ability. There is no “right” or “wrong” answer and you will not be penalised in any way if you feel you need to raise any concerns you may have.
Facilities and Equipment

MTA Institute of Technology has adopted a flexible style of training delivery. This means that most of the learning you do will be at your employer’s workplace. It is therefore assumed that your employer will provide access to the following:

- manufacturers’ parts manuals/microfiche
- safety equipment
- hand and power tools, workshop equipment
- automotive components
- vehicles and/or simulators
- computers and/or software.

For students attending college, MTA Institute of Technology has a state-of-the-art workshop and classroom facilities to meet learning needs etc.

MTA Institute of Technology will supply or provide access to the following:

- CDX interactive training discs (on request to the trainer)
- self-paced notes, work sheets, training videos (where available)
- reference and support material on a loan basis
- other learning resources as deemed necessary by MTA Institute of Technology.

Legislation

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you. While MTA Institute of Technology and your employer have to meet certain requirements of these Acts, you should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found at your local library or on the Internet at www.legislation.qld.gov.au/ Legislation.htm (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, apprentices and trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29)

Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

1.1 An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

2.1 An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless

- both of the following apply:
  - the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- the individual has consented to the use or disclosure.

Antidiscrimination Act 1991 (C’Wealth)

Sect 6 - Act’s anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-discrimination applies to a person’s race, religion, colour, sex, physical and/or mental capacity.
Disability Discrimination Act 1992

Sex Discrimination Act 1984

Copyright Act 1968 (C’Wealth)

Vocational Education Training and Employment Act 2000


Disability Discrimination Act 1992

Section 5 - Disability Discrimination

For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person’s disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Section 3 - Objects

The objects of this Act are:

(a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
(b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
(c) to eliminate, so far as is possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
(d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
(e) to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968 (C’Wealth)

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows 10% of a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Further Education and Training Act 2014

Part 2 - Objects of Act

The objects of this Act are:

(a) to strengthen Queensland’s economic base by providing a skilled workforce that meets the current and future needs of industry, Government and the community; and
(b) to facilitate the provision of vocational education and training that is linked to employment and is responsive to the future workforce development and skills requirements of industry; and
(c) to support the continued development of high-quality training by and within industry; and
(d) to support Queenslanders to access and complete the skills training they need to get a job and contribute to the State’s economy and their own prosperity; and
(e) to establish a simple, streamlined apprenticeship and traineeship system featuring flexible, industry-endorsed approaches to trade training; and
(f) to support industry and employers to take on, train and retain apprentices and trainees.


The object of this Act is to establish the Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and well-being of children in Queensland. For the purpose of this Act, a child is any person under the age of 18 years.
Transport Operations (Road Use Management) Act 1995

Important Contacts

Transport Operations (Road Use Management) Act 1995

The main objectives of this Act are to:

- Provide for the effective and efficient management of road use in the State;
- Improve road safety and the environmental impact of road use in ways that contribute to overall transport effectiveness and efficiency;
- Provide for the effective and efficient management of vehicle use in a public place.

Important Contacts

1. DEPARTMENT OF EDUCATION AND TRAINING, provides advice, referrals and support to students and employers relating to apprenticeships, traineeships and training options.

   Apprenticeship & Traineeship
   Tel: 1800 210 210
   Web: www.apprenticeshipsinfo.qld.gov.au
   Email: apprenticeshipsinfo@qld.gov.au

2. AUSTRALIAN APPRENTICESHIPS SUPPORT NETWORK (AASN), provide advice on the various apprenticeship and traineeship options. While these organisations are often the first point of contact for employers, they can also provide information to students in relation to enquiries outside the training delivery.

   Australian Apprenticeships Referral Line
   Tel: 13 38 73

3. AUSTRALIAN APPRENTICESHIPS PATHWAYS.
   Tel: 1800 338 022

4. FAIR WORK assists with employment conditions and other industrial relations matters.
   Tel: 13 13 94