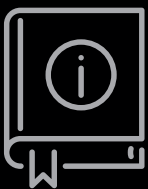




MTA  
INSTITUTE

RTO No: 31529



# STUDENT HANDBOOK (Funded Programs)



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## GLOSSARY

**AASN** – Australian Apprenticeship Support Network. Private organisations that are funded by the Commonwealth Government to administer Training Agreements and to distribute employer funding incentives. AASNs are selected by the employer, usually with the help of a training provider. They must also provide initial induction information to the employer and student.

**AQF** – Australian Qualifications Framework. The national policy for regulated qualifications in the Australian education and training system.

**ASQA** – Australian Skills Quality Authority. The national quality regulator for vocational education and training.

**CT** – Credit Transfer. Recognition of a student's qualification or Statement of Attainment issued by RTO. To gain CT, the units previously completed must match the units within your new course.

**DESBT** – Department of Employment, Small Business and Training.

**MTA Institute (MTAI)** – We are wholly owned by the peak employer body representing automotive business owners in Queensland. MTA Institute is the largest private training provider of automotive programs in Queensland.

**RPL** – Recognition of Prior Learning. A process utilised by RTOs to recognise previous skills a student may have acquired outside of formal training. RPL is an assessment process.

**SRTO** – Supervising Registered Training Organisation. The organisation you and your employer choose to deliver your off-the-job training. MTA Institute is your SRTO.

**VET** – Vocational Education and Training. A term used to describe trade and skill training.

## INTRODUCTION

Welcome to MTA Institute. Our aim with the delivery of automotive training programs 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 inform you of what is expected of you and what you can expect from your training program.

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

If you have any questions about this handbook or your training program, please contact your trainer or MTA Institute on (07) 3722 3000. Country callers may use our Free Call number 1800 884 137.

## CODE OF PRACTICE

MTA Institute (MTAI) is an SRTTO contracted by the Department of Employment, Small Business and Training (DESBT) to deliver automotive training programs in Queensland. We have agreed to operate within the Standards for Registered Training Organisations (RTOs) 2015. This includes accepting and providing credit to learners for units of competency (unless prevented by licensing or regulatory requirements) which are evidenced by AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or authenticated VET transcripts issued by the Registrar.

As part of this Code of Practice, MTA Institute has a commitment to the following principles:

### LEGISLATIVE REQUIREMENTS

MTA Institute 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 Australian Skills Quality Authority, the Queensland User Choice program or VET Investment program requirements and the national Automotive Retail, Service and Repair 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 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 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 has a commitment to providing a quality service and a focus on continuous improvement.

Our training and assessment strategies, policies and procedures are systematically reviewed to ensure they comply with the Standards for Registered Training Organisations (RTOs) 2015.

We value feedback from students, staff and employers with a view to incorporate usable suggestions in future programs.

## CLIENT SERVICE

MTA Institute has adopted sound management practices to ensure effective client service. In particular, we have client service standards to provide 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, complaints and appeals policies 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. Current students will have access to their learning records at any time throughout their course and may access enrolment records on application. Past students may access their records on application. Students are made aware at enrolment that their training issues may be discussed with a third party.

### **EXTERNAL REVIEW**

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

### **MANAGEMENT AND ADMINISTRATION**

MTA Institute 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 in order to prevent them being accessed by non-authorized personnel; to safeguard information for privacy protection; to avoid damage by fire, flood, termites or any other pests; and electronically stored taking into account the risk of component failure of a single storage device and backed-up off site.

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

### **MARKETING AND ADVERTISING**

MTA Institute 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 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 Retail, Service and Repair Training Package. Adequate training resources will be utilised to ensure the learning experience is conducive to the students' success.

## **ADMISSION PROCEDURES**

For most programs you must be engaged in either permanent full-time or permanent part-time employment with an employer who has the premises, range of work, and necessary equipment for you to be sufficiently trained in your chosen course. This includes school-based arrangements.

You must also have core Language, Literacy and Numeracy (LLN) skills, ie. learning, reading, writing, oral communication and numeracy skills, as these form an integral part of the course. Some LLN problems are not unusual and you should not feel unsure about discussing any difficulties with your trainer or the staff of MTA Institute. It is a requirement that you are assessed to determine your LLN levels. If your results fall below the required level for the course you will be provided with additional assistance throughout your course.

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

## **ACCESS AND EQUITY**

MTA Institute 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 supports and encourages the employment of all genders in the trade. MTA Institute will ensure that at all times, staff and trainers are aware of, and are implementing this policy.

## ENROLMENT

For Apprentices and Trainees, the enrolment procedure includes completion of a Training Contract. This is a legally binding document that forms an agreement between you and your employer and is administered by the DESBT 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 Contract with the DESBT. This usually occurs shortly after your commencement date. The DESBT will then advise you when you have been successfully registered, by sending you a copy of the Training Contract 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 that we have been appointed as the SRTO. We will then advise you in writing of what you need to do in preparation for our first visit to your workplace.

All students will usually be required to:

- Set up your Unique Student Identifier (USI) number;
- Complete an on-line Language, Literacy and Numeracy (LLN) assessment
- Gather any qualifications and evidence of formal/informal training you may have completed prior to this course; and
- Log-in and familiarising yourself with the student Learning Management System (LMS).

Your nominated trainer will then contact your workplace to arrange a suitable time to process your enrolment and complete your induction into MTA Institute. This will include the following:

- Completion of an MTA Institute Enrolment

Form and supporting documentation.

- Negotiation of the MTA Institute Training Plan - this sets out the detail of the training you will undertake (allowing for recognition of prior learning and/or applicable credit transfers), indicates where the training is to take place and provides an approximate timetable to complete the training.

Information regarding the training and assessment procedure (including an orientation around the student LMS for you and your employer/supervisor, if relevant); any fees that may be applicable; student support services (if required); MTA Institute's expectations of you and your employer/supervisor; and what you can expect from MTA Institute as your training provider will be provided to you at this time.

You also have access to our policies and procedures relating to complaints and appeals; refunds; and privacy (refer to MTA Institute's website) should these be required at any stage throughout your course.

Once all enrolment forms have been completed, training will commence.

## 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 in general.

If you believe you already have the required skills and knowledge for 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, your trainer will organise an assessment of the applied RPL units.

If you are successful in being recognised for prior learning this will be recorded on your Training Plan.

It will help you to fast track through your course.

## CREDIT TRANSFER (CT)

Credit Transfer is the recognition of learning achieved through formal education and training at a Registered Training Organisation. Credit transfer allows you to be awarded a unit of competency based on successful completion of the unit which has been previously awarded, so long as the unit is equivalent.

To apply for credit transfer you will need to complete a Credit Transfer application form and provide your trainer with:

- AQF certification documentation that was issued by any other RTO or AQF authorised issuing organisation; or
- an authenticated VET transcript issued by the Student Identifiers Registrar

On approval, MTA Institute will apply the credit to the course you are about to undertake.

This means that the total number of units that you will require training and/or assessment to successfully complete your course will be reduced.

## FEES AND CHARGES

In most cases, the DESBT meets the cost of training.

This means that neither you, nor your employer (if applicable), pay for the training component of a training program.

However, there is a DESBT requirement for MTA Institute to charge students a Co-Contribution Fee<sup>1</sup>. These charges usually apply to all units of competency delivered under the training contract, including Recognition of Prior Learning (RPL). Units that have previously been awarded competency through formal education, known as Credit Transfers (CTs), are exempt from fees.

The Student Co-Contribution Fee is invoiced on a monthly basis for units that have recently been assessed. Payment is expected within 30 days from the date of the invoice. MTA Institute may withdraw training services if the fee is not paid as required.

It is important to note that Student Co-Contribution Fees are not related in any way to employment entitlements (ie. hours of work, overtime, penalty rates, leave and termination of employment); government incentives; or

allowances - these matters should be addressed through Fair Work - Phone 13 13 94.

Additional fees will apply if more than the maximum amount of training that is funded by the DESBT is requested. The cost of any additional training will be determined on a case-by-case basis by MTA Institute in conjunction with you and your employer (if applicable).

## EXEMPTIONS

Provision exists for partial and full exemption of Student Co-Contribution Fees so that students are not financially disadvantaged. Where payment of the Student Co-Contribution Fee would cause the student extreme financial hardship, via written application, MTA Institute may exempt the student 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 the following exemption categories:

- you have not completed year 12 and are under 17 at the end of February in the year you commence training in a qualification that is not listed as high priority. Proof of age is required;
- you hold a Health Care Card or Pensioner Concession 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. Proof must be provided;
- 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 have declared on the Training Contract and AVETMISS VET Enrolment Form that you are of Aboriginal or Torres Strait Islander origin.

Full exemption applies under the following circumstances:

- you enrol as a school-based apprentice or trainee; or
- If you are under 25 years old, from 1/1/2021 you can access fee-free training until completion of your training program if you:
- commence or recommence in a “high priority” apprenticeship or traineeship from 1/1/2021 to 31/12/24.
  - Continue to train in a “high priority” qualification and commence units of competency on or after 1/1/2021.

<sup>1</sup> This fee is calculated by the DESBT - further details can be found in the Skills Assure Supplier Policy documents for the applicable program.

- have already accessed the free apprenticeship for under 21s initiative (ie. commenced a “high priority” qualification from 1/7/2019) or Year 12 graduates fee-free training initiative under the User Choice program (ie. commenced a high priority qualification within 12 months of graduating from Year 12 – NB: a copy of your Queensland Certificate of Education (QCE) must be provided to MTA Institute).

Please contact MTA Institute or refer to our website for further information.

### **SUPPLY OF TEXT BOOKS/RESOURCES**

Over the duration of your course with MTA Institute, you will be provided with access to the required training resources free of charge.

## **REFUND POLICY**

In the event that you cancel part way through your training, MTA Institute must be notified in writing immediately. You will be required to pay an amount applicable to the training you have received. MTA Institute will refund an amount equal to the value of any units that you have paid for, but not yet commenced. Where training has commenced on one or more units and you have withdrawn, 50% of the value of each unit will be refunded.

If for any reason MTA Institute is unable to fulfil its service agreement with you, MTA Institute will refund an amount equal to the value of any units that you have paid for, but not yet commenced. Where training has commenced on one or more units and MTA Institute withdraws, 50% of the value of each unit will be refunded.

Other than Student Co-Contribution Fees, refunds relating to any additional fees paid to MTA Institute by your employer (if applicable) will be handled on a case-by-case basis.

Refunds will be processed and issued within 30 days from the time the cancellation/withdrawal advice was received by Head Office.

If MTA Institute is no longer able to continue as your training provider, you may choose to continue your course with another provider – additional fees may apply.

Further information relating to our Refund Policy can be found on MTA Institute’s website.

## **FACILITIES AND EQUIPMENT**

MTA Institute has adopted a flexible style of training delivery. This means that most of the learning you do will be at yours or your employer’s workplace. A detailed equipment checklist will be provided and validated as part of the enrolment process, however generally, it is assumed that the following will be made available:

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

MTA Institute will supply or provide access to the following:

- One of the best training workshops in Queensland as well as state-of-the-art classroom facilities to supplement your learning needs.
- An online Learning Management System accessible via your phone, tablet or desktop computer
- MTA Institute’s own reference material
- Commercial Textbooks
- Online CDX learning material
- Training aids (eg. models, manuals, components, equipment)

## **TRAINING DELIVERY (WORKPLACE)**

MTA Institute delivers the majority of training in your workplace at a mutually convenient time for 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 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 six to eight weeks. These visits may extend beyond this in 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 (INSTITUTE)

MTA Institute provides a number of training blocks throughout the year in our facilities at Eight Mile Plains. Your employer (if applicable) will be notified well in advance as to what unit/s will be covered, when you've been scheduled into a block, and the duration of the block, allowing them 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.

All of the training will be completed during the block period with the exception of your employer/supervisor (if applicable) confirming your knowledge and skills in the workplace via an Employer Support Request which will be administered by your trainer.

## STUDENT'S OBLIGATIONS (WORKPLACE)

To ensure you have enough time to complete your training, you must commit yourself to the following:

- Allocate set times to complete the assigned tasks - you may need to discuss these with your employer.
- Make sure that you are fully prepared for scheduled visits by your trainer, ie you have completed any assigned quizzes and/or

projects and updated your Training Record Book with practical tasks you have performed between visits.

- Remind your employer of your trainer's visit, so that he/she can release you from your normal work.

Please ensure that you are fully aware of all student and employer responsibilities, details of which are provided to you on enrolment and included throughout this handbook.

## STUDENT'S OBLIGATIONS (INSTITUTE)

While you are attending MTA Institute 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's code of conduct
- Work safely
- Respect other people
- Respect the property belonging to MTA Institute

Please ensure that you are fully aware of all student and employer responsibilities, details of which are provided to you on enrolment and included throughout this handbook.

## STUDENT CONDUCT

MTA Institute values its business reputation and to maintain our professional standing we ask that whilst participating in training facilitated by MTA Institute, whether that be at our premises or any other training facility, you conduct yourself in the following manner:

### BEHAVIOUR

MTA Institute expects your behaviour to be that of a respectable nature and to recognise that the training premises is a place of business. Whilst on site, any unruly, loud and loutish behaviour or any other behaviour considered to be outside the

bounds of common decency or respect for others (regardless of their origin, colour, religion, political opinion, socioeconomic stratum, age, gender, sexual preference, marital status, or physical/mental ability) is not acceptable. This includes the use of offensive language. MTA Institute encourages you to actively engage in discussion, contribute positively, listen carefully, challenge sensitively and avoid conflict. You are expected to abide by policies and procedures, instructions and lawful direction relating to your training and be conscientious with the use of MTA Institute's facilities and any equipment belonging to MTA Institute, staff or students.

## EATING

Student amenities are provided at MTA Institute's premises. Eating in classrooms is not permitted.

## SMOKING

MTA Institute adheres to the no-smoking in or near 'enclosed public places' legislation. If you wish to smoke you may do so outside of scheduled training times and use designated smoking areas only. All cigarette butts are to be responsibly placed into the receptacles provided.

## DRUGS AND ALCOHOL

MTA Institute is committed to protecting the safety, health and well-being of all employees, students and visitors to the premises. We recognise that people affected by alcohol and/or drugs (including those prescribed by a medical practitioner) may create a safety hazard to themselves and those working around them. MTA Institute expects that you will not attend training under the influence of alcohol and/or drugs affecting your normal cognitive functioning. Individuals found to be in possession of, or under the influence of alcohol or unauthorised substances will be asked to leave the training premises immediately.

# STUDENT MISCONDUCT AND DISCIPLINE

## DEFINITIONS

**"General misconduct"** means any behaviour in relation to people or property which is contrary

to any MTA Institute policy or to any generally accepted standards of behaviour and includes refusal to obey reasonable directions given by a person employed by MTA Institute.

**"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 hereby obtain an unfair advantage;

## DISCIPLINARY PROCEDURES

MTA Institute's trainers who have reasonable grounds to believe that an act of general or academic misconduct has been committed by a student, must report the matter to the Manager, Training Delivery who may;

- Address the student directly;
- Contact the student's employer (if applicable) to discuss the matter;
- Suspend the student (if at MTA Institute); or
- Contact the DESBT and report the matter.

All incidents must be reported to the Director of MTA Institute 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, annulling the results in the assessed work;
- suspension from enrolment in any units offered by MTA Institute;
- exclusion from all programs offered by MTA Institute.

In keeping with the educational purposes of MTA Institute, 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 will be used to resolve issues of individual behaviour before recourse to formal disciplinary procedures.

## ASSESSMENT PROCEDURES

Assessment will be competency-based and conducted progressively throughout your course. The term “competent” means being able to successfully perform a task repeatedly, in a variety of situations, over a period of time.

All assessment submissions must be your own work - please also refer to “Academic misconduct” in the previous section of this handbook.

Assessment methods for each unit of competency will usually consist of a series of direct questioning, completion of quizzes and some projects, demonstration of practical tasks, interviews and the collection of evidence (eg. job cards, repair orders, invoices, photos or videos) which are to be referenced in your Training Record Book and uploaded to the Learning Management System.

If after your first attempt you are assessed as “not yet satisfactory” your trainer will provide you and your employer (if applicable) with a corrective action plan. This may include (but is not limited to) further theory/practical training, more work exposure or after hours tutorial. You will generally be given at least two attempts to achieve competency in any given unit.

*If you are not satisfied with the outcome of the assessment, you may appeal to MTA Institute for reassessment. Refer to the Complaints and Appeals section in this handbook.*

## COMPLETION OF COURSE

To complete an Apprenticeship or Traineeship you must maintain employment as an apprentice or trainee and have successfully completed all assigned tasks and activities relating to each unit of competency, as outlined on your Training Plan, within agreed timeframes.

The Automotive Certificate II and Certificate III courses are nationally recognised courses. To signify completion of your training, you and your employer must complete a Completion Agreement form and return to MTA Institute for processing.

According to the Standards for Registered Training Organisations (RTOs) 2015, MTA Institute must issue you with a nationally recognised AQF qualification within 30 calendar days of completion of your final assessment. Apprentices and Trainees will also receive a Certificate of Completion from DESBT.

## STATEMENT OF ATTAINMENT

If you are unable to complete your course, MTA Institute will issue you 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 may allow you to receive direct credit for those units; or provide you with a validated pathway into an RPL process.

## ACCESS TO RECORDS

As a current MTA Institute student, you will have access to your training records at any time throughout your course and may access enrolment records on application. You may also request corrections to information that is collected and maintained by MTA institute at any time during normal business hours. Past MTA Institute students may access their personal

records on application. Identification of the applicant will be verified to protect your privacy.

In the event that your original Qualification or Statement of Attainment is damaged, destroyed or lost, MTA Institute will, on verified application, re-issue the appropriate document for a nominal fee.

You will be required to supply MTA Institute with your Unique Student Identifier (USI) at enrolment. Your USI on-line account will provide you with easy access to view all of the national training records you have completed from 1/1/15 onwards. When applying for a job or enrolling in additional study you might find it useful to download a transcript of your achievements from the USI website: [www.usi.gov.au/students](http://www.usi.gov.au/students)

## COMPLAINTS AND APPEALS

MTA Institute is committed to ensuring that all complaints and appeals are handled in a fair, reasonable, unbiased and timely manner.

### COMPLAINTS

If you have any concerns regarding the conduct of:

- MTA Institute as an organisation, its trainers, assessors or other staff;
- A third-party who is providing services on behalf of MTA Institute, its trainers, assessors or other staff; or
- A learner of MTA Institute

eg. you are not satisfied with 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 in writing. There is no time limitation on a person who is seeking to make a complaint. Through open communication and negotiation we will ensure an equitable outcome is reached within appropriate timeframes.

If your complaint is regarding a dispute between you and your employer then an Industry Training Consultant from the DESBT will be asked to

resolve your problem. Contact MTA Institute 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.*

### APPEALS

If you do not agree with a decision made by MTA Institute, you have the right to appeal the decision. The nature of the decision could relate to an administrative process, eg. you were denied a refund or application of a credit transfer; or it could relate to the result of your assessment, ie. you have been assessed as “not yet competent”. Note: you will generally be given at least two attempts to achieve competency in any given unit.

An appeal will need to be lodged within 10 working days of you being informed of the assessment decision or finding.

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

Where MTA Institute appoints or engages an appropriate independent person to review a complaint or appeal, the MTA Institute will meet the full cost to facilitate the review. If you object to this appointment and request to engage a person or organisation *you nominate*, MTA Institute may request you contribute toward the cost of the review.

*For further information on how to submit a complaint or appeal, please refer to the Complaints and Appeals Policies and Procedures on MTA Institute’s website.*

## STUDENT WELFARE AND GUIDANCE

If 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. MTA Institute 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 DESBT.

Although MTA Institute does not actively recruit and/or place trainees and apprentices into suitable employment 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 or refer to the Jobs Board on MTAQ's website.

## STUDENT SUPPORT AGENCIES

In more challenging situations, MTA Institute can assist you in finding a suitable support agency, some of which include:

- **Queensland Government Apprenticeship Information**  
Phone: 1800 210 210  
[www.apprenticeshipinfo.qld.gov.au](http://www.apprenticeshipinfo.qld.gov.au)
- **Centrelink**  
Phone: 133 633  
[www.centrelink.gov.au](http://www.centrelink.gov.au)
- **Language Literacy and Numeracy Providers**  
Phone: 1800 338 022  
[www.aapathways.com.au](http://www.aapathways.com.au)
- **Alcohol, Tobacco and other Drugs (ATOD)**  
Free Call: 1800 177 833  
[www.health.qld.gov.au](http://www.health.qld.gov.au)
- **Relationships Australia**  
Phone: 1300 364 277  
[www.relationships.org.au](http://www.relationships.org.au)
- **Lifeline**  
Phone: 13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)

Please refer to [www.mtai.edu.au/resources](http://www.mtai.edu.au/resources) for a more comprehensive guide.

## 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 learning and assessment 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 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 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.

## 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 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](http://www.legislation.qld.gov.au/Legislation.htm) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal)

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

- ANTI-DISCRIMINATION ACT 1991**
- RACIAL DISCRIMINATION ACT 1975 (C'WEALTH)**
- SEX DISCRIMINATION ACT 1984 (C'WEALTH)**
- AUSTRALIAN HUMAN RIGHTS COMMISSION ACT 1986 (C'WEALTH)**
- DISABILITY DISCRIMINATION ACT 1992 (C'WEALTH)**
- AGE DISCRIMINATION ACT 2004 (C'WEALTH)**

A variety of State and Federal Acts exists to protect people from unfair discrimination. The most important of these are listed above.

The main purpose of these Acts 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 provisions apply to attributes including a person's age, race, religion, colour, sex, sexuality, political beliefs, and their physical and/or mental capacity.

This means you can't treat others less favourably simply because of one of those attributes. It also protects you from being treated less favourably because of a protected attribute you may have.

### **WORKING WITH CHILDREN (RISK MANAGEMENT AND SCREENING) ACT 2000**

This Act is designed to promote and protect the rights, interests and wellbeing of children and young people in Queensland. That includes protection in the workplace. For the purpose of this Act, a child is any person under the age of 18 years.

### **FAIR WORK ACT 2009 (C'WEALTH)**

The Fair Work Act is the main piece of legislation affecting your rights and your employer's rights at work. Along with a system of Modern Awards (which are industry specific agreements on workplace arrangements), everything from your rate of pay through to your entitlement to leave is set by these rules.

The Act sets out what your employer can expect from you at work, and also gives you a "safety net" of entitlements such as a minimum wage and protection from unfair dismissal.

If you work in a unionised environment, the Act also determines the rules for how the union, the employer, and the employees must deal with one another.

The key provisions of the Act are in the National Employment Standards (NES), which apply to everyone. You should also know which Modern Award you are employed under and what the main entitlements and obligations under that Award are. Your employer should make a copy of the Award available to you. You can also contact the Fair Work Ombudsman for information.

### **INDUSTRIAL RELATIONS ACT 2016**

Although industrial relations are now dealt with under the Federal system (see the Fair Work Act above), some matters, such as entitlement to long service leave for most employees, are still governed by State legislation. In Queensland that legislation is the Industrial Relations Act.

### **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.

Most workers in Australia are protected by nationally uniform work health and safety laws. In Queensland that is the Work Health and Safety Act. It covers 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.

Your employer has a duty to provide you with a safe workplace, but you also have a duty to carry out your work safely. That duty applies both to taking care of the safety of others around you, and of taking care of your own health and safety. You should be familiar with all of the policies, codes of practice, guidance sheets, checklists, and other WH&S instruments that apply in your workplace.

### **COPYRIGHT ACT 1968 (C'WEALTH)**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

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 (eg. 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**

This Act regulates matters to do with apprenticeships and traineeships. It regulates the provision of training to apprentices and trainees and ensures that you receive the level of training necessary to equip you for a role in the modern workforce.

Most of the workplace rules that apply to apprentices and trainees are now governed by the same rules, in the Fair Work Act for example, that apply to other workers. However, most of the issues that relate specifically to your education and your training contract will be governed by this Act.

## **PRIVACY ACT 1988 (C'WEALTH)**

- 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.
  - (a)** both of the following apply:
    - (i)** 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;
    - (ii)** the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

- (b)** the individual has consented to the use or disclosure.

## **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 YOUTH JUSTICE, EMPLOYMENT, SMALL BUSINESS AND TRAINING**

Provides advice, referrals and support to students and employers relating to apprenticeships, traineeships and training options.

#### **Apprenticeship & Traineeship**

Phone: 1800 210 210

Web: [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)

Email: [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au)

### **2. AUSTRALIAN APPRENTICESHIPS SUPPORT NETWORK (AASN)**

Provides 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**

Phone: 13 38 73

### **3. AUSTRALIAN APPRENTICESHIPS PATHWAYS**

Phone: 1800 338 022

### **4. FAIR WORK**

Assists with employment conditions and other industrial relations matters.

Phone: 13 13 94



**MTA INSTITUTE**

The benchmark of training standards

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