



Pre-enrolment information

This information has been prepared to help proposed clients make an informed decision about where to study. It includes details of Training Organisation policies and procedures that could affect proposed clients. It also provides information about the various options that may be available to those clients. It is important that clients read this information carefully prior to enrolment.

Training Organisation is currently applying for registration to operate as a NVR Registered Training Organisation and in the initial stages proposes to offer [BSB51415/095976B] – Diploma of Project Management]. We will take our registration seriously and endeavour to do all that is required to ensure our policies and procedures comply with the requirements of Standards for Registered Training Organisations (RTOs) 2015 which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to proposed clients.

Study Modes

We propose to offer a range of flexible study options that may include:

- face-to-face classes
- external study
- blended delivery – combination of the above modes

Recognition of Prior Experience or Study

RPL is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence provided against a set of criteria in a qualification. Fees apply.

Credit Transfer

Credit transfer is the formal recognition that parts of some courses are equivalent in content and AQF level to parts of others. Training Organisation has developed a formal credit transfer arrangement. If proposed clients are eligible, credit transfer results in:

- automatic status or credit in part(s) of a course/qualification and
- exemption from that part of the course

Status granted through credit transfer is recorded on Student Academic Record. There are no fees when students are granted credit transfer.

National Recognition

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualifications and Statements of Attainment issued by another RTO in Australia.

Training Organisation will accept Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

Student Enrolment

When an enrolment form is completed client will be acknowledging that they have been provided with the information contained in this brochure. Candidates are requested to ensure they fill in all sections of the form so that we may support any specific study requirements. This assistance will enable us to ensure clients are enrolled in the correct course of study.

Clients are encouraged to identify on the enrolment form if they have a disability and require support so that we can make the necessary arrangements to meet those needs.



Privacy Policy

Training Organisation is required to collect and store personal information in order to administer applications and enrolments, to monitor academic progress and to provide other services. Training Organisation will ensure that information collected is not excessive and is only used for the purpose for which it was collected.

Fees

Course Fees

Each course has an established fee which varies between courses, depending on the nature of the course and the materials required. Details relating to specific fees will be outlined on the relevant course brochure and on our website. If clients wish to discuss any aspect, they are encouraged to contact us for clarification.

Training Organisation Refund Policy

Pre-enrolment information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment. A non-refundable deposit of 20% of the total enrolment fee is payable on enrolment to any program or partial program.

The balance of the program fees are to be paid in accordance with individual payment plan established at enrolment.

Should circumstances prevent an enrolled client from attending after they have paid for their program, the non-refundable component will be retained by Training Organisation to cover administration costs. The balance of the remaining fees paid will be refunded providing the client advises of their nonattendance at least 48 hours prior to course commencement. Clients who have commenced training and no longer wish to continue with their training program will forfeit their 20% deposit and may be refunded 50% of their remaining fees calculated on a pro rata basis.

Personal Circumstances - Individual circumstances and family matters beyond the control of the client which impact on their continuing studies, should be discussed personally with the Chief Executive Officer or their appointed representative about their refund. In these situations, each case will be judged on its own merit.

Policies

There are a number of policies relating to educational issues that may affect a candidate's study. These policies are available in the student handbook and include:

- Student Rights and Responsibilities
- Student Complaint Resolution
- Access & Equity Policy
- Alcohol & Other Drug Policy
- Assessment Policy

The handbook also contains a range of Health and Safety & Welfare policies.



Student Rights and Responsibilities

Students' Rights

Training Organisation recognises that students have the right to:

- expect Training Organisation to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Training Organisation's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that Training Organisation will be ethical and open in their dealings, their communications and their advertising,
- expect that Training Organisation will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.,
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise Training Organisation of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- ensuring the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to Training Organisation administration office
- respecting Training Organisation property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on Training Organisation property or engaged in a Training Organisation controlled or sponsored activity
- abstaining from acts of self-harm



Access and Equity

Training Organisation is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Training Organisation's scope of registration.

Any issues or questions raised regarding access and equity can be directed to Student Servicer officer.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English
- numeracy support
- modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students

Health and Safety

Work Health and Safety legislation requires that the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.



Sustainability

Training Organisation is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Opportunities to "Tell us what you think"

We like to hear about service that exceeds client expectations too!

Training Organisation is committed to listening and responding to what clients have to say, so that we can continuously improve our services to you. We will listen with respect to feedback, treat all feedback confidentially, and take appropriate action. Feedback is welcome and will help Training Organisation to improve services to you. **Enquiries - Further Information**

For all course information enquiries:

Phone: [(03) 8640 9950]

Email: [Enquiry@mcvt.vic.edu.au]

Disclaimer

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as at [September 2017].

Training Organisation reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure.