MELBOURNE TECH INSTITUTE



Student Handbook v1.4

MELBOURNE TECH INSTITUTE (RTO #45799)

Address: Level 5, 111 Cecil St, South Melbourne VIC 3205 | **Phone:** 1300 931 628

Email: admin@melbtech.edu.au | **Website**: www.melbtech.edu.au

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ACKNOWLEDGEMENT OF UNDERSTANDING

To ensure sound judgment and decision making, and to provide the opportunity to potential students to raise issues, concerns and questions prior to commencement of training, Melbourne Tech Institute makes the Student Handbook available to the learners by providing a copy or accessing through the Melbourne Tech Institute website at: **www.melbtech.edu.au**

Melbourne Tech Institute requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact Melbourne Tech Institute at:

Address: Level 5, 111 Cecil St, South Melbourne VIC 3205

Email: admin@melbtech.edu.au

Contact number: 1300 931 628

INTRODUCTION

Welcome to Melbourne Tech Institute! Our number one priority is to help you achieve your new qualification. We deliver the training and support that will help you complete your training goals as quickly as you can achieve them. You will receive training from our dedicated, passionate and qualified Trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, our courses are delivered using excellent quality and innovative course materials. Our student support services team is committed to deliver an excellent experience to you. We wish you all the best in your studies and we look forward to helping you achieve your new qualification to advance your career.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive at Melbourne Tech Institute. Please read the Student Handbook before enrolling in any Melbourne Tech Institute courses.

Melbourne Tech Institute is a Registered Training Organisation (RTO No. 45799) and is recognised by Australian Skills Quality Authority as a deliverer of nationally recognised training from the Laboratory Operations Training Package.

Mission Statement

Melbourne Tech Institute is committed towards the mission of delivering high-quality training courses—for nationally recognised qualifications which are required by persons employed in Lab Technician job roles—so that it can produce adept and employment-ready graduates, who are sufficiently prepared to meet the latest needs and demands of the nation's current industry and workforce. Through offering its unique form of services to the Australian market, the organisation hopes to fill in the prominent gap for courses in Laboratory Operations that are delivered through workplace instruction within the country, on top of the aim of elevating the present standards of training for these qualifications.

Vision Statement

Melbourne Tech Institute seeks to become established within Australia, as the country's leading provider of nationally recognised courses for Lab Technicians. In addition to this, by offering and putting forward its own unique brand of workplace training and assessment services to the market, the organisation also hopes to fill in the prominent gap for RTO's that are offering skilling and instruction for qualifications in Laboratory Operations—in the context of real live settings and situations—within the nation, on top of the aim of elevating the present standards of training for each of the different courses that are included under its scope of registration.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, Melbourne Tech Institute offers the following nationally recognised qualification:

- **MSL30122 – CERTIFICATE III IN LABORATORY SKILLS**
- **MSL40122 – CERTIFICATE IV IN LABORATORY TECHNIQUES**
- **MSL50122 – DIPLOMA N LABORATORY TECHNOLOGY**

For more information on the courses Melbourne Tech Institute has on offer, please refer to our website: www.melbtech.edu.au

Student Guarantee

Melbourne Tech Institute guarantees to advise students of any changes to the services provided under agreement as soon as practicable, including any changes of ownership.

Melbourne Tech Institute guarantees that if, for whatever reason, it is unable to deliver the agreed training for a student, Melbourne Tech Institute will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

Melbourne Tech Institute Team

Students may contact Melbourne Tech Institute at 1300 931 628 .

Student Support

Students completing a training program will be supported by Melbourne Tech Institute's Student Support Team. Our knowledgeable team will work with you to help you achieve success in your chosen field.

The Support Team can assist students through a variety of activities, which include but are not limited to:

- Accessing the resources
- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessors and students where required; and
- Assisting students with finding and understanding their trainer's feedback.

Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All Melbourne Tech Institute trainers must follow the below requirements as outlined in the Standards for Registered Training Organisation 2015 (SRTO 2015) Clause 1.13 to 1.15:

Training and assessment is delivered by trainers and assessors who have:

1. vocational competencies at least to the level being delivered and assessed;

2. current industry skills directly relevant to the training and assessment being provided; and

3. current knowledge and skills in vocational training and learning that informs their training and assessment.

4. The RTO's training and assessment is delivered only by persons who have:

Success and Wellbeing Services (South Australian subsidised students)

If something outside your training is making study hard, such as stress, money, housing or family, you can get free help from Success and Wellbeing Services (SWS). It is free and confidential.

You can call ATEC (Adelaide Training and Employment Centre) yourself at any time on 1300 112 832, or email the SWS team at jessl@atec.asn.au, without asking us first.

If you would like us to refer you, tell your trainer or our support team on 1300 931 628. We will only pass your details to ATEC with your agreement.

- TAE40116 Certificate IV in Training and Assessment or its successor, or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
  - TAELLN411 (or its successor) or TAELLN401A; and
  - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B; or
- A Diploma or higher-level qualification in adult education.

5. Where a person conducts assessment only, the RTO ensures that the person has:
   - As above; or
   - TAESS00011 Assessor Skill Set or its successor

Student Selection

Melbourne Tech Institute conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

Melbourne Tech Institute is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The learner meets any pre-requisite qualifications or work experience
2. The learner meets any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc. Melbourne Tech Institute shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

While Melbourne Tech Institute will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive via email course information and personalised logins.

The training and assessment resources necessary to complete the selected course are available on the online portal profile specific to each student and accessed with these personalised logins. For students enrolled in a Blended Course, the learning and assessment materials are made available while attending the initial Classroom-based component.

Students may purchase printed resources anytime during the training period. Students may order any number of units as required. Orders are placed after the invoice has been paid. The resources will be delivered within 10 business days or more to the students mailing address.

Students can enrol through a choosing a payment plan which requires a deposit upon enrolment and a number of regular payments made during the enrolment period. Students who miss a regular payment will receive a reminder of the payment due. If fourteen (14) days pass without receipt of this payment, the student's enrolment will be suspended until the payment has been received. The student will be notified of the

suspension. Once payment has been received, the suspended enrolment shall be restored.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by Melbourne Tech Institute to apply for and supply their USI if authorised by the student. Melbourne Tech Institute has a registered facility to verify each USI before issuance of any certification. All students should be aware that Melbourne Tech Institute and no VET provider, can issue a certificate for a VET qualification without being supplied a student's USI.

Exemptions to the USI requirements may apply including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. Melbourne Tech Institute can use the following links to search for or create USIs (ONLY with student permission):

- *http://usi.gov.au/Pages/default.aspx*
- *https://portal.usi.gov.au/org/*

Visa Requirements

Melbourne Tech Institute is not a registered CRICOS provider. It is the student's obligation to advise Melbourne Tech Institute of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

Transfer to Another Course

Clients who wish to transfer to another course offered by Melbourne Tech Institute must submit their request in writing within six months of the student's enrolment application (or within 12 months of a course of 24 months duration). A transfer fee of **$190** will be payable PLUS the difference between the original course fee paid and the full course (not promotional fee).

Transfer approvals are subject to course availability. No refund is applicable where a student chooses to transfer to another course of lesser value. Workshop components of a course cannot be transferred to another course enrolment, for courses with workshop components.

The original course end date is transferred to the new course, and if the student wishes to extend the new course beyond the original course enrolment expiry, extension fees will be payable in accordance with Melbourne Tech Institute's extension fees.

Upon transferring to another course, a student relinquishes their enrolment in the original course.

STUDYING AT MELBOURNE TECH INSTITUTE

Melbourne Tech Institute conducts training courses to suit student needs, course type, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Personal & Academic Support

As a student at Melbourne Tech Institute, you will enjoy the many benefits of studying at your own pace with flexible hours. Our student support team is available from Monday to Friday 8am - 5pm to assist you with any questions you may have.

Trainers are also able to provide guidance by phone and email. Help and support is only a phone call or email away:

Email: admin@melbtech.edu.au

Contact number: 1300 931 628

Melbourne Tech Institute conducts assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, Melbourne Tech Institute will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Learner support may include but is not limited to any disability or impairment that restricts access and equity as well as, computer literacy or English language, literacy and numeracy (LLN) information obtained from learners prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- any other services that the RTO considers necessary to support learners to achieve competency.

Where appropriate, Melbourne Tech Institute will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Language/Literacy and Numeracy

Melbourne Tech Institute makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment to enable Melbourne Tech Institute to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

Melbourne Tech Institute provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?
Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?
The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?
You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?
You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

Flexible Learning and Assessment

Melbourne Tech Institute will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook. For further information on how to apply for credit transfer and RPL you can contact Melbourne Tech Institute's student support team.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. Melbourne Tech Institute can accept no responsibility for lost assessment tasks.

Please note: *Students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.*

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Melbourne Tech Institute regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Melbourne Tech Institute has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to: copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current student's work. If evidence to support the suspicion is established your trainer will then report their concerns to Melbourne Tech Institute's Training Manager. From there the following process will be followed:

1. The assessor will contact you in writing outlining their concerns with your submitted work.

2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.

3. If the Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:

    - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by Melbourne Tech Institute's Training Manager OR

    - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by Melbourne Tech Institute's Training Manager.

4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Training Manager), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All Melbourne Tech Institute participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a 'written warning'. Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the student's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-student and student-to-student is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Sexual orientation
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Harassment will not be tolerated at Melbourne Tech Institute and disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated in any shape or form and any instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Students are required to ensure their personal details recorded with Melbourne Tech Institute are up to date at all times. Students must advise Melbourne Tech Institute of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Melbourne Tech Institute relies heavily on the feedback from students. Melbourne Tech Institute requires all students to complete various feedback and evaluation forms.

At the end of the training students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. Learner Questionnaires may also be emailed to a student. Participation in the survey is

highly valued, but voluntary. Melbourne Tech Institute will fully protect student's anonymity and the confidentiality of student's response within the limits of the law.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, Melbourne Tech Institute encourages you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow learners;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to the Assessor;
8. Keep track of your progress;
9. Complete and submit all assessment on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

All training programs provided by Melbourne Tech Institute are registered under nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills and foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

1. Communication
2. Teamwork
3. Problem solving
4. Initiative and enterprise
5. Planning and organizing
6. Self-management
7. Learning
8. Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency Based Training

All programs delivered by Melbourne Tech Institute are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student's ability to complete the activities in each unit.

Melbourne Tech Institute will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded by Melbourne Tech Institute. Students may request access to their assessment outcomes via their trainers or the training management. Qualifications are issued from the results recorded.

Flexible Delivery

Flexible delivery means providing training that best suits the participant and/or employer. Melbourne Tech Institute offers courses through Blended delivery. Please refer to relevant course brochures and website for course information/delivery options available.

Blended Learning (Classroom and Online)
The Blended courses are delivered with an initial classroom-based component as well as a subsequent Distance online format.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash-Player
- We recommend Google Chrome as an Internet Browser most compatible with the student portal.

We recommend an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this one. Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience quality and downloading issues with other multimedia resources. We aim for maximum operational efficiency with our high-quality SMS however from time-to-time outages may occur, but these will be attended to as quickly as possible.

For Webinar-based Blended/Online courses in specific qualifications (please refer to website). There are important requirements to be able to participate in a Webinar-based course and these are as follows:

- Internet (Minimum 5 mbps Downloads & 1.5 mbps Uploads)
- Google Chrome Web Browser (available as free download)
- Latest Adobe Flash Player and Adobe Acrobat Reader
- Microsoft Word, PowerPoint, Excel 97 or later (equivalent)
- Webcam (optional)
- Headset with microphone (noise cancelling preferable)
- Comfortable seating at PC or Mac and suitable area for breaks

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module. Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards

4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

1. That you can do the job or task to the required standard
2. Understand why the job should be done in a particular way
3. Handle unexpected issues or problems
4. Work with others 'in a team'
5. Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
6. Know the workplace rules and procedures

Assessment

Assessment is defined as the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved'.

In simple terms, assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as competent (C), you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the training package or VET accredited Course.

An assessment of 'Not Yet Competent' (NYC) is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Our trainers will provide feedback to guide your resubmission and are available for contact if required. The student will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result. The student will be allowed a limit of three submissions per unit of the course. To be eligible for the qualification, the student must receive a competent result for all units of the course.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.

- Role plays or simulation.
- Projects

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to students as soon as practicable. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with Melbourne Tech Institute any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Melbourne Tech Institute to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extensions fees are as follows: $125 for each additional month requested beyond the student's original course end date. No refund will be approved for any extension period not utilised.

Additional Submission and Support

Further submission attempts may be provided only at the discretion of Melbourne Tech Institute. Students may request a second attempt which may be provided at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

Should the two submission attempts be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, students will have the opportunity to purchase re-submissions/re-assessments. The student is advised to speak to a student support officer to assess the need for course extension and/or support services provided by Melbourne Tech Institute.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

For students who have not met all requirements for the course or students who withdraw from a course and have paid relevant fees have the right to receive Statement of Attainment from Melbourne Tech Institute for

the units of competency they have been deemed competent in.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in Melbourne Tech Institute's student records system. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Important Information regarding awards at Melbourne Tech Institute

- Awards will only be issued to students whose financial status with the college is up to date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

Certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee of **$50 per request**.

See the Certificate Issuance Policy for more details.

Course Delivery

Melbourne Tech Institute ensures the following resources are in place:

- Trainer/assessors and assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Melbourne Tech Institute meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities

- individual projects
- workplace based training
- case studies.

Recognition of Prior Learning (RPL)

All students have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

Melbourne Tech Institute believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Melbourne Tech Institute aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Melbourne Tech Institute may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact your trainer or any Melbourne Tech Institute admissions staff who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the unit(s) of competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or at Melbourne Tech Institute's training facilities.

Melbourne Tech Institute is committed to ensuring that all judgments made by trainers against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

Melbourne Tech Institute recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Where a student has completed a unit/s of competency prior to enrolling with Melbourne Tech Institute that are included in the course in which the student is enrolling, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Should you wish to seek credit transfer, contact the Melbourne Tech Institute Admissions Staff for a Credit Transfer Form.

See the RPL and Credit Transfer Policy for more details.

POLICIES AND PROCEDURES

Access and Equity

Melbourne Tech Institute is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Complaints and Appeals Policy

Complaints

Melbourne Tech Institute supports the rights of a student to lodge a grievance or complaint if a student feels they have been treated unfairly. Melbourne Tech Institute will do everything possible to address grievances or complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

1. Melbourne Tech Institute recommends for students to first try and resolve the complaint/appeal informally by contacting their trainer or Melbourne Tech Institute student support team at 1300 931 628 or via admin@melbtech.edu.au.

2. All complaints should be committed to in writing at the earliest possible opportunity and lodged through Melbourne Tech Institute's Complaints Online Form. You can access the Complaints Lodgement Form through Melbourne Tech Institute's Website. This will constitute a formal complaint from the student. This should only happen once step one has been completed and where the student is unhappy with the outcome of this step.

3. The Training Manager of Melbourne Tech Institute is automatically notified via email each time a Complaints and Appeals form has been submitted.

4. The Training Manager of Melbourne Tech Institute will initiate a transparent, participative process to deal with the issues at hand.

5. Complaints are to be resolved within 10 working days of the initial application. The Training Manager of Melbourne Tech Institute may delegate responsibility for the resolution of the complaint as required. In all cases the final conclusion will be endorsed by Melbourne Tech Institute's Training Manager.

6. The student will be advised in writing of the outcome of their complaint via email.

7. If the outcome is not to the satisfaction of the student, he/she may contact the Manager to discuss their concerns.

8. All complaints will be handled as Staff-In-Confidence.

Where the student remains unhappy with the outcome:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- Melbourne Tech Institute will cooperate fully with this independent review.

Melbourne Tech Institute will aim to complete this complaints process as quickly as possible and within a total of 30 days. Where a complaint takes more than 60 days to be resolved, the RTO will advise and inform complainant in writing. Melbourne Tech Institute will keep the student informed of the progress of the complaint throughout the process.

Appeals

Melbourne Tech Institute supports the rights of a student to lodge an appeal against any assessment decision and will not impair that right in any way. Melbourne Tech Institute will do everything possible to address the appeal in an unbiased and professional manner.

Any student wishing to appeal the assessment decision/judgment should follow the steps outlined below.

1. Melbourne Tech Institute recommends for students to first try and resolve the appeal informally by contacting their trainer to discuss their assessment result and why they believe that the trainer's judgement is incorrect showing evidence of how they have addressed the assessment criteria. Students may also contact the Melbourne Tech Institute support team at 1300 931 628 1300 931 628 or admin@melbtech.edu.au.

2. All appeals should be committed to in writing at the earliest possible opportunity and lodged through Melbourne Tech Institute's Appeals Lodgement Form through Melbourne Tech Institute's website. This will constitute a formal appeal from the student. This should only happen once step one has been completed and where the student is unhappy with the outcome of this step.

3. The appeal request should contain the following information:
    a) The student's full name and number
    b) The unit/subject being assessed
    c) Each assessment task name/number (where the result is being disputed) including why the result should be overturned. The student should refer directly to how they believe they have met the requirement of each task in detail and referencing any evidence to support their claims.

4. The Training Manager of Melbourne Tech Institute is automatically notified via email each time an Appeals form has been submitted.

5. The Training Manager will initiate a transparent, participative process to deal with the issues at hand.

6. Appeals are to be responded to within 10 working days of the initial application.

7. The Training Manager of Melbourne Tech Institute may delegate responsibility for the resolution of the appeal as required. In all cases the conclusion will be endorsed by Melbourne Tech Institute's Training Manager.

8. The student will be advised in writing of the outcome of their appeal via email.

9. All appeals will be handled as Staff-In-Confidence.

10. If the outcome is not to the satisfaction of the student, he/she may contact Melbourne Tech Institute to discuss their concerns.

Where the student is unhappy with the outcome at step two, they can follow the formal appeal process outlined below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- Melbourne Tech Institute will cooperate fully with this independent review.
- Melbourne Tech Institute will aim to complete this appeal process as quickly as possible and within a total of 30 days. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. Melbourne Tech Institute will keep the student informed of the progress of the appeal throughout the process.

See the Complaints and Appeals Policies for more details.

Transition of Superseded Courses

The nationally recognised training courses delivered by Melbourne Tech Institute may be superseded by a new training package qualification. If required, Melbourne Tech Institute will apply to add the replacement training package qualification to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

Melbourne Tech Institute will manage the transition of students to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.

Student Records

All student records are subject to Melbourne Tech Institute's Privacy Policy. However, students may reasonably access their files by notifying Melbourne Tech Institute. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

Melbourne Tech Institute will provide students with timely access to their participation and progress throughout the training course.

Procedure

- Students are able to view their grades, trainer feedback and the list of completed units via the student portal. For any other requests on their course progress students are to contact student support by admin@melbtech.edu.au. Students must list their full name, date of birth, address, course enrolled and Student ID.

- Alternatively, students can send a written request to: Level 5, 111 Cecil St, South Melbourne VIC 3205 .

- Students will receive notification that the request has been received and may be contacted by Melbourne Tech Institute to obtain further information.

- Melbourne Tech Institute will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

Melbourne Tech Institute has effective administrative and records management procedures in place that maintains student data in a secure and confidential manner.

Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All student records are stored for retention archiving and retrieval for a period of 30 years.

Melbourne Tech Institute retains all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained via the Melbourne Tech Institute Dropbox. All assessments will be kept for a period of 6 months from the date on which the judgement of competence for the student was made as outlined in ASQA's General Direction: Retention requirements for completed student assessment items.

Fee Payment and Refund Policy

Melbourne Tech Institute has developed a fair and equitable process for determining course fees, refunds and payment options.

You must advise us of cancellation in writing or by email. No administration or cancellation fee will be subtracted from any refund granted under the terms and conditions outlined in this policy.

No refund is provided for cancellations outside of the refund period, except where the Fee Administration and Refund Policy sets one out for a specific course (CHC33021 and CHC43015: units not commenced). Other cases are at Melbourne Tech Institute management's discretion.

Cancellation and Refunds

Melbourne Tech Institute has a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period'.

The ·refund period· is defined as 30 calendar days from the date the student has been ·officially enrolled'—this means all pre-enrolment and enrolment steps have been completed, and the student is deemed suitable for the course.

If you do not notify Melbourne Tech Institute in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or organisation that originally paid the fees. Refund requests are processed within 72 hours of receipt and returned to the original payment method.

If you wish to terminate your studies before the completion of your course, you must tell us in writing (an email to support@melbtech.edu.au is enough, or you can use the Refund Request Form). In cases where fee payment instalments have been negotiated, you will still be liable to pay any and all outstanding fees to Melbourne Tech Institute before the termination of enrolment. 'Outstanding fees' refer to all due payments for training and/or assessment services rendered by Melbourne Tech Institute to the student before withdrawal of training is officially approved. Melbourne Tech Institute reserves the right to pursue recovery of any and all fees owed by any and all means legally allowable.

For refund applications within the refund period, your written request must reach Melbourne Tech Institute within the refund period. A full refund of fees paid, with no administration or cancellation fee, will be issued if the student has no previous outstanding monies with Melbourne Tech Institute.

This refund policy does not remove your right to take further action under Australia's consumer protection laws.

Special Consideration

Melbourne Tech Institute understands that some students may experience prolonged difficulties that may impact on their ability to complete their course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course
- Providing additional learning support services
- Facilitating your Transfer to a different Melbourne Tech Institute course; or
- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations)

In such cases, students should apply for a special consideration via email.

Melbourne Tech Institute may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email to Melbourne Tech Institute, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, Melbourne Tech Institute may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro rata refund of the Course Fees (taking into account the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes under clause 15 as a result of a regulatory change governing Melbourne Tech Institute;
- you find the course more difficult, time consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from or terminate your employment or have your employment terminated.

Exceptions

In the unlikely event that Melbourne Tech Institute is unable to deliver your course in full, however in the event that this occurs:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

Melbourne Tech Institute will follow the Australian Privacy Principles in the management of all student and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Melbourne Tech Institute's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complaint if you believe it has been wrongly collected or inappropriately handled.

See the Privacy Policy for more details.

Workplace Health and Safety (WHS)

Melbourne Tech Institute is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Melbourne Tech Institute encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Melbourne Tech Institute recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

RTO INFORMATION	
Document Name	Student Handbook v1.1
RTO Code	45799
RTO/Company Name	Melbourne Tech Institute
Address	Level 5, 111 Cecil St, South Melbourne VIC 3205
Website	www.melbtech.edu.au
Email	admin@melbtech.edu.au
Phone	1300 931 628