

**"Proudly Serving the Community of the North
West Suburbs of Melbourne Since 1989"**



Migrant Resource Centre North West Region



Student Handbook

V7.2

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About Migrant Resource Centre North West Region Inc.

The Migrant Resource Centre North West Region (MRCNWR) was established in July 1989, it is a community based, non-profit organisation with 35-year history in providing services to migrants and refugees. It provides services from its offices in St Albans and Broadmeadows. The organisation has a range of primary service areas, which include Settlement Services, Aged Care & Disability Services, NDIS and Learning Centre services as well as community projects.

MRCNWR is a respected Registered Training Organisation (RTO), Learn Local and Foundation Skills List Approved Provider delivering employment, foundation, and settlement focused education and training programs. We provide programs for diverse community members, regardless of background, based on personal needs and aspirations. We maintain several state and local government education and training contracts. For more information, please visit the MRCNWR website: <https://www.mrcnorthwest.org.au/>

Resolving issues

Who?	Why?	How?
Migrant Resource Centre North West Region Inc. Staff	For an overall student learning journey based on quality training and assessment coupled with industry experience.	<ul style="list-style-type: none"> • Speak with your trainer/assessor; or • Speak to Student Support/Administration Officers; or • Ask to speak with the RTO Training and Compliance Manager
Victorian Registration and Qualifications Authority (VRQA)	For study matters or issues, which have not been resolved within MRC NW after you have attempted to resolved them.	<ul style="list-style-type: none"> • Call VRQA info line on 03 9637 2806.; or • Send an email to vrqa@education.vic.gov.au
Department of Jobs, Skills, Industry and Regions	For funding-related issues e.g. your eligibility for funding.	<ul style="list-style-type: none"> • Call 1800 878 969; or • Send an email to customer.contact@ecodev.vic.gov.au

Housekeeping

- Turn your mobile telephone either off or to silent.
- Sign the Attendance Sheet.
- Notify the presenter of any issues or health conditions before the start of the orientation.
- Alert students who have not attended this session of how to arrange for their orientation.

Student Orientation

This is a mandatory orientation program, which is intended to assist new students with their course commencement.

Orientation

1. All students must complete an orientation prior to joining their new class.
2. The Orientation will cover the contents of this guide and include a tour of the premises. This tour will inform the students about the following:
 - a) Location of toilets (St Albans: use toilets onsite. Hume: ask staff for key to access public toilet in the building.)
 - b) Entry & exit through Victoria Crescent (St Albans office).
 - c) No passage through the office area to the right of the RTO Administration (St Albans office)
 - d) Press the buzzer on the pole between the two gates (St Albans office).
 - e) The designated smoking area is to the right of the entrance beyond the bin area.
 - f) Emergency Evacuation Assembly point outside the Funeral Directors off Victoria Crescent (St Albans) & rear staff carpark (Broadmeadows).

Emergency Procedures

The presenter will guide you through the exits, fire extinguishers and assembly points outside the campus. Find out who the floor warden is.

As a student at the RTO Learning Centre, you have:

The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.

1. The right to be free from all forms of intimidation/discrimination.

The right to study in a safe, clean, orderly, and cooperative environment.

The right to have private property (including computer files and student work) and the MRCNWR property protected from damage or other misuse.

2. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
3. The right to work and learn in a supportive environment without interference from others.
4. The right to express and share ideas and to ask questions.
5. The right to obtain your own student records (see student record request form)

As a registered training organisation, the MRCNWR has:

1. The right to be always treated with politeness and courtesy.
2. The expectation that students will not engage in copyright breaches, cheating or plagiarism:
 - i. The expectation that students will submit work when required.

- ii. The expectation that students will always meet the requirements, terms and conditions contained in the student application and enrolment form including payment of fees.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the period notified in the student application and enrolment form.

Student Support Services

Our Student Support Services are intended to assist prospective and enrolled students with a wide range of needs. Students are encouraged to discuss their needs with our staff members.

GENERAL SUPPORT

- Pre-enrolment materials (i.e. flyers and/or brochures)
- Study support and study skills program (see your Trainer)
- Language, literacy and numeracy programs or referrals to these programs (see your Trainer)
- Referrals to mediation services (see an Administration Support Officer)
- Referrals to counselling services (see an Administration Support Officer)
- Assistance with job search (see your Trainer)
- Career guidance (see your Trainer)
- Disability support (see your trainer and/or RTO Training and Compliance Manager)
- Photocopying facilities (see an Administration Support Officer)
- Welfare services (see an Administration Support Officer)
 - referrals
 - Access to Community groups
 - Access disability experts (workshops)
- Learning support (see your Trainer)
- Study support (see your Trainer)
- Advocacy support (RTO Training and Compliance Manager)
- Security (i.e. cameras, protected/enclosed premises etc.)

SUPPORT FOR STUDENTS WITH A DISABILITY

- assistance with filling out forms
- referral to other services (NDIS packages, Disability advocacy)
- extended time for assessment tasks
- oral questioning rather than written questioning
- negotiated changes to assessment methods

Relevant Services Provided by Other Providers

Brimbank Services

Language & Literacy

- Community Plus, 1800 266 675
356 Main Road West, St Albans, Victoria 3021

Housing

- The Salvation Army (Social Housing and Support Network), 03 9312 5424
6/147 Harvester Road, Sunshine, Victoria 3020

Recycling

- Brimbank City Council, 03 9249 4000
Brimbank Community and Civic Centre
301 Hampshire Rd, Sunshine, Victoria 3020

Medical Centers

- St Albans Medical Services, 03 9367 1122
2/22 Victoria Crescent, St. Albans, Victoria 3021
- Victoria Crescent Specialist Centre, 03 9366 3911
24 Victoria Crescent, St. Albans, Victoria 3021

Certification of Documents

- Chemist Warehouse, 9366 3545
327B Main Rd E, St Albans VIC 3021
- Alfrieda Street Pharmacy, 9366 3173
30 Alfrieda St, St Albans, VIC, 3021

Services Australia (e.g. Centrelink), 13 24 68

- 103 Harvester Road, Sunshine VIC, 3020
- My Gov, 132 307
www.my.gov.au

Complaints about Internet & Telephone Companies

- Telecommunications Industry Ombudsman, 1800 062 058
Download and complete our complaints form, then email, fax, or post.

Financial Counselling

- Call our Financial Counselling intake & assessment team on 1300 015 500 or email
fcintake@goodshep.org.au

Social & Community Activities

- Tin Shed- St Albans Community Youth Club, (03) 9366 4302
309A Main Rd E, St Albans VIC 3021
- Westvale Community Centre, 03 9249 4665
45 Kings Road, St. Albans, Victoria 3021

Hume Services

Language & Literacy

- Banksia Gardens Community Services, 03 9309 8531
71-81 Pearcedale Pde, Broadmeadows 3047
- English Conversation Groups, Broadmeadows Library
Tuesdays, 1.30pm – 2.30pm

Housing

- Vincent Care Northern Community Hub, 03 9304 0100
175 Glenroy Rd, Glenroy Vic 3046

Recycling

- Hume City Council. 9205 2200
1079 Pascoe Vale Rd, Broadmeadows VIC 3047

Medical Centres

- Broadmeadows Medical Centre. 9309 2345
332 Camp Rd, Broadmeadows
- Pascoe Vale Rd Family Clinic, 9309 9833
12/1100 Pascoe Vale Rd, Broadmeadows VIC 3047

Certification of documents

- Chemist Warehouse Broadmeadows, 9309 0366
Shop G057, 1099 to/1169 Pascoe Vale Rd, Broadmeadows VIC 3047
- My Chemist Broadmeadows, 9309 5351
Shops G93-95, Broadmeadows Shopping Centre, Broadmeadows VIC 3047

Government services

- Services Australia, 13 24 68
Tenancy 6/1640 Pascoe Vale Rd, Coolaroo VIC 3048

Financial Counselling

- Better Place Australia, 1800 639 523
Unit B1, 1/13 The Gateway, Broadmeadows VIC 3047

Social & Community Activities

- Broadmeadows Community Hub 03 9356 6160
180-182 Widford St, Broadmeadows 3047

Study Skills

Not all students who enrol into a qualification share the same experience of school. Some students may have enjoyed school whereas others may not have had a good time at school. Others may not have been to a school in a long time. Therefore, all students will have different study skill needs.

Whatever your experience at and with schools, please, speak to your Trainer or the RTO Training and Compliance Manager for assistance. Some study skills may include:

- language, literacy and numeracy skills classes
- understanding the course demands
- meeting assessment submission deadlines
- keeping up with study field changes e.g. accessing the internet or reading newsletters
- performing the self-study tasks e.g. reading and interpreting; providing short answers; researching a topic; discussing a topic.

Legislation and Regulations

The MRCNWR observes the requirements in accordance with all relevant legislation including, but not restricted to:

- AQTF Essential Conditions and Standards for Continuing Registration 2011;

- Education and Training Reform Act 2006 and amended act 2010
- Disability Services Bill 2024
- Disability Discrimination Act 2006 including the Disability Education Standards;
- Occupational Health and Safety Act 2004;
- Equal Employment Opportunities Act 2010;
- Fair Work Act 2009;
- Privacy Act 1988; and
- Charter of Human Rights and Responsibilities Act 2006 (Vic).

All students at MRCNWR must be aware of the laws affecting their participation in training. Throughout the course of your studies, you will learn more about the legal requirements related to the qualification you are completing. However, here is a brief list of the laws you will need to become familiar with:

- Racial Discrimination Act 1975
- Disability Discrimination Act 1992 (DDA)
- Occupational Health and Safety Act 2004
- Privacy Act 1988

AQTF Essential Conditions & Standards

To deliver nationally recognised training, the MRCNWR must meet 9 national conditions and 3 standards.

The *AQTF Essential Conditions and Standards for Continuing Registration* includes nine Conditions of Registration and three Standards, with a strong focus on continuous improvement, as well as a requirement for RTOs to gather information on their performance against three Quality Indicators.

VRQA Guidelines for VET Providers

Like the AQTF Essential Conditions and Standards for Continuing Registration, the VRQA Guidelines for VET Providers ensure the provision of quality training and assessment services. Some of the requirements arising out of these guidelines include:

- Guideline 1 – Governance, financial viability, and management systems
- Guideline 2 – Transparency and oversight of third parties
- Guideline 3 – Trainer and assessor qualifications
- Guideline 4 – Delivery of training and assessment services
- Guideline 5 – Annual declaration of compliance
- Guideline 6 – Child Safe Standards

Impact of Legislation & Regulation on Training Participation

Each one of these laws and regulations (i.e. standards and guidelines) affects the way in which you participate in training as these give rise to rights and obligations.

These rights and obligations are listed in this handbook in under Student Code of Conduct. For instance, the Privacy Act 1974 prohibits the disclosure of personal information in a wide range of cases. This obligation must ensure that you too help the RTO maintain the privacy of confidential information contained in students' records by not gaining unlawful access to them.

The Quality Indicators

Quality Indicators have been designed to help Training organisations such as MRCNWR conduct evidence- based and outcomes-focused continuous quality improvement and assist a registering body to assess the risk of MRCNWR's operations. Under the AQTF, MRCNWR is required to collect and use data on three Quality Indicators

which have been endorsed by the National Quality Council (NQC) or its successors, which are: Learner Engagement, Employer Satisfaction.

MRCNWR Training and Delivery

Evidence of Participation

1. A class attendance roll will be given to all Trainers at the start of every class by the RTO Administration Team.
2. All participation in this course must be supported by a signed and dated attendance roll. This means that the students must sign this document. Students are to sign the class attendance roll every time they attend sessions.
3. The trainer must also endorse (i.e. sign & date) the attendance rolls and provide it to the RTO Administration Team daily.
4. Other forms of evidence of participation may include, but are not restricted to students' completed work, trainers' notes, and worksheets with the relevant information about the students and the unit of competency. If these alternative forms are used, the following information must be in evidence:
 - a. The student's full name; plus
 - b. The unit title and code; plus
 - c. The date
5. Attendance roll data for this course must be entered on VETtrak, which is MRCNWR student management system. This data entry must occur within a week of the trainer handing the roll in.
6. Evidence of participation must be filed away in course attendance folder weekly.
7. At the start of the week, the Trainer must receive an updated copy of the attendance roll for the week.
8. The Trainer must check to see if the students attending are all listed on the roll. The Trainer must also alert Administration Team if a student is not listed on the roll or does not attend regularly.
9. The Trainer must not alter/change the attendance roll (e.g. by adding or crossing out names etc.). All required changes must be communicated to the Administration Team. Only the Administration Team has the responsibility to make changes to the roll as there might be circumstances recorded on VETtrak about the student which are not known to the trainer e.g. unpaid invoice, cancelled enrolment etc.
10. The RTO Team must review the attendance on VETtrak by producing a report. If students are found to miss four consecutive sessions/days or several sessions for a single unit, the Administration Team must discuss these cases with the Trainer prior to calling up the students. Students may need to complete an intervention strategy, which they will discuss with their trainer. For each call the RTO Team makes to follow up on students' attendance, an entry must be made into VETtrak.

Session Plans

1. A Session Plan template is provided to the Trainers at the start of the course.

2. Trainers must complete a Session Plan for each session/day prior to delivering training.
3. Session Plans are to be handed in at the end of each week (RTO Admin). The funding authorities require that Session Plans be always kept. Session Plans will be scanned and stored by the RTO personnel.
4. Classroom expectations are encouraged and must be set in close and thorough consultation with all the students. Controversial rules must not be imposed on students such as “English Only”. Diversity must be encouraged.
5. Course delivery is expected to be flexible and oriented towards the needs of the students. Trainers must be familiar with the individual needs of, and challenges faced by the students in their classes.
6. Course delivery is supported by PowerPoint slide shows and handouts. Students must receive a copy of the handouts for each session attended. The PowerPoint slide show must be presented to the students in the format agreed to by the RTO Training and Compliance Manager.
7. A PowerPoint slideshow template may have been created for this course.
8. The Trainer must always use the PowerPoint slideshow template. If the Trainer wishes to make changes to this template, they must discuss the changes with the RTO Training & Compliance Manager.
9. All sessions may comprise a mixture of:
 - g) Demonstrations by the Trainer
 - h) Theory explanation (this must be done in a lecture format; students must be invited to discuss themes in a tune-in phase; the Trainer must encourage students to express their views freely without judgement by the trainer; the Trainer must add further knowledge to the students’ ideas/opinions)
 - i) Practical activities performed by the students
 - j) Videos/Images/pictures
 - k) Simulations by the students
 - l) Real (real objects, pieces of equipment etc.)
 - m) Walk about (site inspections etc.)
 - n) Students’ presentation of theory
 - o) Games
 - p) Web surfing for reference sites/pages e.g. www.myagecare.gov.au (all Certificate III students must be trained to become independent users of digital information; digital literacy is a major transferable skill and must be taught in this course)
 - q) Reviews & pre-test practice

Assessments / Completions

1. The Trainer must allocate time for assessment within the unit delivery schedule. This means that at the start of each unit, the Trainer must discuss the Assessment Plan with the class and decide how and when each assessment activity will be conducted.

2. The Administration Team will monitor the completion of each unit of competency.
3. All students are strongly encouraged to attend all training sessions and participate in all assessment activities as instructed by the trainer. If a student is unable to attend a session, they must make every effort to catch up. This includes, but is not limited to: a) asking the Trainer for a copy of the handouts for the session(s) missed, b) looking up further information online about the themes in the handouts, c) asking classmates for a copy of their notes, d) talking to classmates about the contents of the session(s) missed, e) identifying opportunities to gain knowledge and skills related to the sessions missed through industry contact etc.
4. Students who fall behind in terms of assessment activities can complete the Knowledge Assessment on a separate day. Observations cannot be conducted on these days. Only a qualified Trainer can be delegated the task of observing students. It is the students' responsibility to request that a knowledge assessment activity be conducted on none training days.
5. The Administration Officer will monitor students' attendance on a regular basis to identify and prevent students from falling behind. To this end, you may receive a telephone call from one of our staff members. Please, explain why you have been absent. However, please, note that your explanation does nothing to assist you with the completion of assessment activities. It is your responsibility to ensure that you complete all assessment activities for the units you are enrolled into.
6. As unit end dates near, the Administration Team along with the RTO Training and Compliance Manager will work with the trainer to have the evidence of unit completion gathered, assessed, filed away, and updated on VETtrak.
7. If a student is having difficulties with assessments the trainer and the student can discuss an intervention strategy to assist the student to complete the assessments.
8. Students can track their course progress by asking the trainer to show them their Training Plans.

Quality Monitoring

1. VETtrak is used to track course progress against the main tasks to be performed over the course of 40+ weeks.
2. At the end of every unit all assessments are recorded as competent or not yet competent (C/NYC) against and recorded in VETtrak
3. At the end of week 20 all students must complete a mid-year survey
4. The RTO Training and Compliance Manager is responsible for the survey administration.
5. At the end of weeks 40+ or completion all classes must complete a Learner Questionnaire.

Relevant Policies & Procedures

The following is a list of selected MRCNWR policies relevant to your training.

Training and Assessment

This policy is explained to you through a PowerPoint presentation during pre-training and orientation. You can access copies of this policy from the RTO admin team. You retain the PowerPoint slideshow Handouts.

Student Security & Safety

MRCNWR takes student security and safety very seriously. For this reason, MRCNWR has implemented a range of measures which are intended to safeguard the wellbeing of all our students. These are as follows:

Our efforts

- our premises are monitored through CCTV.
- our staff are required to obtain a Working with Children Check and National Police Check at the acceptance of employment and at least once every three years.
- our Trainers are provided with training and information about their duty of care, including the duty to report all incidents (e.g. bullying, assault etc.) and take all reasonable steps to protect students from any harm.
- our Trainers promote positive relationships amongst students.
- our internet network restricts access to sites which may expose students to risks (web-filtering).
- our Administration Officer can facilitate access to support services.
- our staff are required to abide by all police reporting protocols.
- our induction sessions discuss your security and safety.
- our premises are well-lit.
- at least two staff members are on duty at any given time.
- our premises are fenced off and alarm secured.
- only MRCNW students are allowed on campus.
- our classes are not conducted outside 08:00 to 22:00 hours (i.e. not before 08:00, not after 22:00).
- most of our Trainers hold a First Aid qualification or training; and our Student Code of Conduct is designed to prevent discrimination, bullying and assault.

You too can help ensure the security and safety of all the students at MRCNW. Follow the tips below:

- never put yourself or others at risk of injury or illness.
- as you step out of MRCNWR, watch out for cars by looking right, left, and then right again.
- as you walk to the Train Station, stay within well-lit areas.
- at any train station, remain behind the yellow lines and close to the ticket offices.
- if sick, please call us to notify Trainer.
- report all incidents of assault, bullying and breach of security to Administration Team or RTO Training and Compliance Manager.
- as you walk through the middle of the backyard, watch out for cars pulling out of the car park.

Useful Information Sources

- <http://bullyingnoway.gov.au/>
- http://www.police.vic.gov.au/content.asp?Document_ID=21994
- <https://www.cyber.gov.au/protect-yourself>

Quality Indicator Survey and Mid Term Survey



At mid-way through the course, you will be asked to complete a survey form. This form allows MRCNWR to identify and revise the training and assessment strategies.

At the completion of the course, students at MRCNWR are also asked to complete a Learner Questionnaire about their learning experience. This questionnaire is a national standard document. Your trainer/assessor will provide you with further information about the Learner Questionnaire.

In addition, NCVER (National Centre for Vocational Research) may conduct a student survey.

Why is the NCVER survey conducted?

The aim of the survey is to improve the economic and social outcomes of students who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- outcomes from training (e.g. employment and further study outcomes)
- relevance of the training
- benefits of the training
- satisfaction with the training
- Reasons for not continuing the training (where applicable).

The information is used by national and state/territory bodies, along with local training providers, to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of the VET system. The information collected assists in administering, planning, and evaluating the VET system.

Who is doing the NCVER survey?

NCVER is a not-for-profit company owned by the State, Territory and Federal ministers responsible for vocational education and training. NCVER, under contract to the Australian Government collects information and provides research on vocational education and training in Australia to governments, the training sector, industry and the community.

When is the NCVER survey conducted?

The survey cycle begins in March and has three main stages: project preparation, fieldwork, data analysis and reporting.

The NCVER randomly selects the sample of students (graduates and potential module completers) stratified by age, field of education, and training provider. Contact details of selected students are then provided directly to the contractor by state training authorities. At no time do NCVER staff have access to students' contact details.

Those who have not completed the survey after around 4 weeks are sent a hard copy questionnaire with a reply-paid envelope to encourage completion.

Data analysis and reporting (October - December):

Are my answers confidential?

Yes, your privacy is assured. Your contact details and survey responses will remain confidential. The information you provide will not be used for any other purpose. Only group responses, not your individual responses, are

reported. All names, addresses, and telephone numbers will be deleted from the survey database at the end of the project.

Do I have to participate?

No, participating in the survey is voluntary. However, your answers are important as they help improve future vocational training.

Can I complete the survey online?

You can complete the survey online at www.ncver.edu.au/sos.

Your username and password are on the letter inviting you to complete the survey. Alternatively, you can ring the Social Research Centre on 1800 020 676 to get your username and password.

In Addition:

- b) receiving an invitation to participate in a department endorsed project.
- c) receiving an invitation to participate in the Department's annual student outcome survey; and/or
- d) being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

Student Attendance (5-3010 from Standards)

1. The purpose of this procedure is to outline the system used for ensuring students meet the attendance requirements of the MRCNWR Learning Centre.
2. The RTO Training and Compliance Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and implement its requirements.
3. Attendance is recorded and monitored as part of the student behaviour requirements.
4. Students are required to always adhere to the MRCNWR student attendance requirements applicable to their course.
5. Training is conducted in sessions based on one session per day.
6. A day of study must not be longer than 8 hours on any given day.
7. The MRCNWR does not require or permit full –time students to attend scheduled classes (including time allocated for self-placed or online studies) outside of 08:00 to 22:00 on any day.
8. Study period means one term of study,
9. The Training and Compliance Manager will monitor attendance and send a warning letter to students whose attendance falls below 70% or who are absent for 4 consecutive scheduled sessions without a reason.

Student Grievance, Complaints and Appeals Policy (6-1001 from Standards)

1. The purpose of this procedure is to define the system available to students for dealing with student grievance, complaints, and appeals.
2. The Training and Compliance Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3. Students who are concerned about the conduct of the MRCNWR are encouraged to attempt to resolve their concerns using this procedure.
4. The procedure will be implemented at no cost to the student.
5. The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.
6. All prospective students will be provided with information about the grievance, complaints, and appeals procedure before making an agreement to enrol.
7. All complaints and appeals will be handled professionally and confidentially to achieve a satisfactory resolution that is fair and equitable to all parties.
8. Students will be provided with details of external authorities they may approach, if required
9. At any stage in the complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
10. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment, and other issues that may arise.
11. For grievance, complaints, and appeals:
 - a) The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - b) The student may be accompanied and assisted by a support person at any relevant meetings.
 - c) At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
12. A student's enrolment will normally be maintained whilst a complaint or appeal is in progress and the outcome has not been determined except in cases where the MRCNWR must cancel a student's enrolment
13. The MRCNWR will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the MRCNWR.
14. If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the EO) so the matter can be recorded in the MRCNWR Complaints Register and be used as part of the continuous improvement activities of the MRCNWR.
15. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to visit –
<https://www.vrqa.vic.gov.au/stateregister/public.aspx/lodgecomplaint>

Student Support

1. The purpose of this procedure is to indicate how the MRCNWR will support students in their learning program.
2. The RTO Training and Compliance Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.
3. The MRCNWR will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements, maintaining their attendance and successfully completing their course of study.

4. The RTO Training and Compliance Manager will be the official point of contact for students with any queries relating to the learning centre and its programs.
5. The MRCNWR will provide the opportunity for students to access course-related support services to assist with issues that may arise during their study. If the MRCNWR refers the student to external support services, the cost of these services is to be paid by the student.
6. An orientation program will be conducted by either the Training and Compliance Manager or Administration Officer prior to any student commencing training in the MRCNWR programs, which will cover the contents of this guide
7. The primary mechanism for student support is through the Administration / RTO Training and Compliance Manager who is responsible for responding to requests for assistance from students.
8. Students requiring additional assistance will be referred to the appropriate MRCNWR staff, e.g. Student Administrator, Training and Compliance Manager, Trainers, EO, or to an appropriate external support provider if this is considered appropriate.
9. Before a student is referred to an appropriate external support provider, the RTO Training and Compliance Manager must seek approval from the EO.

Intervention Strategies for At Risk Students

Students identified as at risk must be notified that they are in danger of failing to meet their course progress requirements. The RTO team must also develop an intervention strategy plan designed to advise students of pathways that they may utilise to meet satisfactory progression requirements.

1. Help students get back on track – the strategy should aim to help the student to return to satisfactory progression and a study load as soon as practical.
2. Set out the expectations for course completion – the teaching area should specify any additional progression conditions they feel may be necessary for the student to comply with.

Consider non-academic issues – if non-academic issues may be contributing to the student's deficient performance, they should be directed to the appropriate student support service.

3. Ensure transparency and recordkeeping – Clear and accurate records of the teaching area's academic intervention efforts must be kept.

Tasks or activities that can form part of an intervention strategy include:

Academic Intervention

- ✓ Scheduled meetings with the Training and Compliance Manager / Student Administration Officer to ensure a student is on track with their studies or assessments.
- ✓ An approved Leave of Absence for a specific duration to allow the student to resolve personal issues. It must take into consideration if the course will be deactivated.

Student Study Support Services

- ✓ Facilitated study support classes with their Trainer
- ✓ Enrolment into English classes for LLN support
- ✓ Referral to Student Wellbeing or Counselling services

Key things to note:

1. The documented Intervention strategy developed for a student must be recorded into student management systems (i.e., in the file notes on VETtrak) and in student files.

2. Student and Trainer must complete an Intervention Strategy Form.
3. The intervention strategy must be signed by the student and approved by the appropriate Training and Compliance Manager and Trainer.

If the student chooses to take a leave of absence from their course, then the student will need to complete the Leave of Absence form along with the intervention strategy documentation and other supporting documentation.

Student Code of Behaviour (see Policy 5-1001 from Standards)

As a student at the Learning Centre, MRCNWR, you have:

The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religion, culture, racial and sexual differences, age, disability, or socio-economic status.

1. The right to be free from all forms of intimidation.

The right to work in a safe, clean, orderly, and cooperative environment.

The right to have private property (including computer files and student work) and the MRCNWR property protected from damage or other misuses.

2. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance, Complaints and Appeals Procedure).

3. The right to work and learn in a supportive environment without interference from others; and
The right to express and share ideas and to ask questions.

As a registered training organisation, the MRCNWR has:

1. The right to be always treated with politeness and courtesy
2. The expectation that students will not engage in copyright breaches, cheating or plagiarism.
 - a) The expectation that students will submit work when required
 - b) The expectation that students will always meet the requirements, terms and conditions contained in the student application and enrolment form including payment of fees.

The expectation that students will attend all required classes and assessments as part of the requirement to progress through the course satisfaction and complete the course within the time notified in the student application and enrolment form.

NOTES

ACKNOWLEDGEMENT

I acknowledge that I have read and understood the student handbook.

I have received a copy of the student handbook for my reference.

.....
Student Name

.....
Student Signature

Date