

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



Migrant Resources Centre North West Region

Student Handbook

V6

Migrant Resource Centre North West Region Inc.

20 Victoria Crescent, St Albans Vic 3021

Phone: (03) 9367-6044

Fax: (03) 9367-4344

Email: inforto@mrcnorthwest.org.au

Level 1, Suite 10

11-17 Pearcedale Parade, Broadmeadows Vic 3047

Phone: (03) 9351-1278

Fax: (03) 9351 1210



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About Migrant Resource Centre North West Region Inc.

The Migrant Resource Centre North West Region Inc. is a not for profit, community based organisation governed by a voluntary committee of management. The organisation was established in 1989 to provide support for refugees and migrants and support those who work with this target group.

Address

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E-mail: info@mrnorthwest.org.au

Website: <http://mrnorthwest.org.au/>

Resolving issues

Who?	Why?	How?
MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.	For policies and procedures that affect your training and assessment experience	<ul style="list-style-type: none"> • Speak with your trainer/assessor; or • Ask to speak to Student Support and Administration Officers; or • Send an e-mail to MIGRANT RESOURCE CENTRE NORTH WEST REGION INC. at info@mrnorthwest.org.au
VRQA (Victorian Registration and Qualifications Authority)	For study matters or issues, which have not been resolved within MRC NW after you have attempted to resolved them with MRC NW	<ul style="list-style-type: none"> • Visit www.vrqa.vic.gov.au and complete the online inquiry form; or • Call VRQA info line on 03 9637 2806.
Department of Education and Early Childhood Development	For funding-related issues e.g. your eligibility for funding	<ul style="list-style-type: none"> • Call 131 823; or • Visit http://www.education.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 public and library toilets, if at all possible. Hume: ask staff for key to access public toilet in the building)
 - b) Entry & exit through Victoria Crescent only (Applies only to St Albans)
 - c) No passage through the office area to the right of the RTO Administration (applies only to St Albans)
 - d) Buzzer on the pole between the two gates on Victoria Crescent (applies only to St Albans)
 - e) Smoking area outside the door to the carpark
 - f) Nearby shops, post office and medical centres
 - g) 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 Learning Centre, MRCNWR, you have:

1. 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;
2. The right to be free from all forms of intimidation;
3. The right to work in a safe, clean, orderly and cooperative environment;
4. The right to have personal property (including computer files and student work) and the MRCNWR property protected from damage or other misuse;
5. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure);
6. The right to work and learn in a supportive environment without interference from others; and
7. The right to express and share ideas and to ask questions.
8. 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 treated with politeness and courtesy at all times;
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 at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.
 - c) 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 time frame 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 Training and Compliance Manager)
- Photocopying facilities (see Administration)
- Welfare services (see Administration)
 - referrals
 - Access to Community groups
 - Access disability experts (workshops)
- Learning support (see your trainer)
- Study support (see your trainer)
- Advocacy support (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
- advocacy support
- extended time for assessment tasks
- oral questioning rather than written questioning
- negotiated changes to assessment methods

First Aid

1. First aid is recommended for all students.



2. MRCNWR will arrange for first aid training. However, if students can find a cheaper or more convenient option from an approved First Aid provider, they are more than welcome to pursue this option. Submit the original or a certified copy of your first aid certificate.
3. First aid is charged at an approximate rate of \$120 per student.
4. Because the MRCNWR will be using 3rd parties for first aid training, this payment must be made upfront. First aid payment is separate from all other fees.

Relevant Services Provided by Other Providers

St Albans 3021

Language & Literacy

- Community Plus, 03 8312 2030
Level 1, 358 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
Alexandra Avenue
Sunshine, Victoria 3020

Medical Centers

- MD Clinic, 03 9364 3253
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

- Medical Centers on Alfrieda Street, St. Albans
- Banks on Alfrieda Street, St. Albans

Government Services (e.g. Centrelink)

- My Gov, 132 307
www.my.gov.au

Complaints about Internet & Telephone Companies

- Telecommunications Industry Ombudsman, 1800 062 058
Level 3, 595 Collins Street,
Melbourne, Victoria 3000

Financial Counselling

- Good Shepherd Youth & Family Service, 1300 786 696
354 Main Road West,
St. Albans, Victoria 3021

Social & Community Activities

- Westvale Community Centre, 03 9249 4665
45 Kings Road

St. Albans, Victoria 3021

Aged Care Reforms (free Information sessions)

- Lend Lease, 1800 361 371

www.agedcarealternative.com.au

Hume 3047

Language & Literacy

- Banksia Gardens Community Services 03 9309 8531
71-81 Pearcedale Pde, Broadmeadows 3047

Housing

- VincentCare 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

Certification of documents

- Broadmeadows Police Station
15 Dimboola Rd, Broadmeadows
- Greater Discount
1/11-17 Pearcedale Pde, Broadmeadows

Government services

- Centrelink and Medicare 13 24 68
myGov

Financial Counselling

- Lentara UnitingCare 03 9351 3600
413-419 Camp Rd, Broadmeadows 3047

Social & Community Activities

- Broadmeadows Community Hub 03 9302 2131
180-182 Widford St, Broadmeadows 3047

Juggling Social Life & Studies

At this point, the presenter will engage all students to reflect on some of the challenges they may encounter which may make it difficult for them to attend classes regularly.

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, discuss your study skill needs with your trainer. Some of these needs may include:

- language, literacy and numeracy

- understanding the course demands
- meeting project submission deadlines
- keeping up with study field changes e.g. accessing the internet or reading newsletters
- performing the study tasks e.g. reading and interpreting; providing short answers; researching a topic; discussing a topic

Speak to your trainer or the Training and Compliance Manager for assistance with your study skills.

Legislation and Regulations

The MIGRANT RESOURCE CENTRE NORTH WEST REGION INC. 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 Act 2005 including the National Standards on Services for people with disabilities;
- Disability Discrimination Act including the Disability Education Standards;
- Occupational Health and Safety Act 2004;
- Equal Employment Opportunities Act 1987;
- Workplace Relations Act 1996;
- Privacy Act 1988; and
- Charter of Human Rights and Responsibilities Act 2006 (Vic).

All students at MIGRANT RESOURCE CENTRE NORTH WEST REGION INC. 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 1974

AQTF Essential Conditions & Standards

In order to deliver nationally recognised training, the MIGRANT RESOURCE CENTRE NORTH WEST REGION INC. 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:

- Having appropriate academic governance arrangements
- Monitoring course quality
- Externally moderating student performance
- Driving continuous improvement in course delivery
- Preventing cheating and plagiarism amongst students
- Providing quality education and training to students
- Ensuring students are informed when qualifications become superseded and the 12 month transitional period
- Meeting the needs of the students
- Providing the services listed in an enrolment agreement
- Protecting students as consumers
- Not permitting or requesting students to attend classes for longer than eight hours in any one day or beyond 08:00 and 22:00



- Providing students with sufficient and relevant student services
- Addressing matters of student safety
- Having the capacity to deliver all the courses

Whilst all the requirements listed above are the MRCNW's responsibility, students are expected to assist it uphold these guidelines.

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 private information contained in students' records by not gaining unlawful access to them.

The Quality Indicators

Quality Indicators have been designed to help MIGRANT RESOURCE CENTRE NORTH WEST REGION INC. conduct evidence- based and outcomes-focused continuous quality improvement, and assist a registering body to assess the risk of MIGRANT RESOURCE CENTRE NORTH WEST REGION INC's operations. Under the AQTF, MIGRANT RESOURCE CENTRE NORTH WEST REGION INC. 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.

You can access the AQTF information from:

http://www.nssc.natase.gov.au/_data/assets/pdf_file/0011/69329/AQTF_National_Guidelines_for_a_Registering_Body.pdf

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.
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.
3. Students are to sign the class attendance roll every time they attend sessions.
4. The trainer must also endorse (i.e. sign & date) the attendance roll and provide it to the RTO Administration daily.
5. 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

6. Attendance roll data for this course must be entered on VETtrak. This data entry must occur within a week of the trainer handing the roll in.
7. Evidence of participation must be filed away in course attendance folder weekly.
8. At the start of the week, the trainer must receive an updated copy of the attendance roll for the week.
9. The trainer must check to see, if the students attending are all listed on the roll. The trainer must also alert RTO Administration, if a student is not listed on the roll or does not attend regularly.
10. 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 RTO Administration. Only the RTO Administration 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. These matters are often recorded in the minutes of the RTO Operations monthly meetings.
11. The RTO Team must review the attendance on VETtrak by producing a report. If students are found to miss three consecutive sessions/days or a number of sessions for a single unit, the RTO Administration must discuss these cases with the trainer prior to calling up the students. 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 kept at all times. 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 very 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 Training and Compliance Manager. In this sense, Learner Guides are not currently in use. This is because commercially available Learner Guides

use a theory-question approach which is unlikely to help students gain competence in this practical field of Aged Care.

7. A PowerPoint slideshow template has been created for this course.
8. The trainer must use the PowerPoint slideshow template at all times. If the trainer wishes to make changes to this template, they must discuss the changes with the Training & Compliance Manager.
9. All sessions may comprise a mixture of:
 - h) Demonstrations by the trainer
 - i) Theory explanation (this must be not 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)
 - j) Practical activities performed by the students
 - k) Videos/Images/pictures
 - l) Simulations by the students
 - m) Real (real objects, pieces of equipment etc.)
 - n) Walk about (site inspections etc.)
 - o) Students presentation of theory
 - p) Games
 - q) 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)
 - r) 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 RTO Administration 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. In the event that 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. The Training and Compliance Manager will invigilate the assessment. 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 RTO Administration will monitor students' attendance on a regular basis in order 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 RTO Administration along with the 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. 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 35+ weeks.
2. At the end of every unit all assessments are recorded as C/NYC against and recorded in Vettrak
3. At the end of weeks 12 and 35+, all classes must complete a survey / Learner Questionnaire.
4. The Training and Compliance Manager is responsible for the survey administration.
5. At the end of weeks 40+, all classes must complete a survey / 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 online through MRCNWR's website. 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 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 Student Administration Office 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 and 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 MRCNWR Administration or Student Support Services;
- as you walk through the middle of the backyard, watch out for cars pulling out of the car park;

Useful Information Sources

- <http://www.cybersmart.gov.au/Parents/About%20the%20technology.aspx>
- <http://bullyingnoway.gov.au/>
- http://www.police.vic.gov.au/content.asp?Document_ID=21994
- http://www.police.vic.gov.au/content.asp?Document_ID=40360
- <file:///E:/Users/joao/Downloads/Transit-Safety-Guide.pdf>

• **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, NCVET (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, and 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 (see 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 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 adhere to the MRCNWR student attendance requirements applicable to their course at all times.
5. Training is conducted in sessions on the basis of 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 60% or who are absent for 5 consecutive scheduled sessions.

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 in order 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 has to 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 – www.vrqa.gov.au/StateRegister/Public.aspx/LodgeEnquiry

Student Support

1. The purpose of this procedure is to indicate how the MRCNWR will support students in their learning program.
2. The 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 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 the Student 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/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 Training and Compliance Manager must seek approval from the EO.

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

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

1. 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;
2. The right to be free from all forms of intimidation
3. The right to work in a safe, clean, orderly and cooperative environment;
4. The right to have personal property (including computer files and student work) and the MRCNWR property protected from damage or other misuses;
5. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance, Complaints and Appeals Procedure);
6. The right to work and learn in a supportive environment without interference from others; and
7. The right to express and share ideas and to ask questions.

As a registered training organisation, the MRCNWR has:

1. The right to be treated with politeness and courtesy at all times
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 at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.
 - c) 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 frame notified in the Student application and enrolment form.

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ACKNOWLEDGEMENT

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

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

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Student Name

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Student Signature

Date