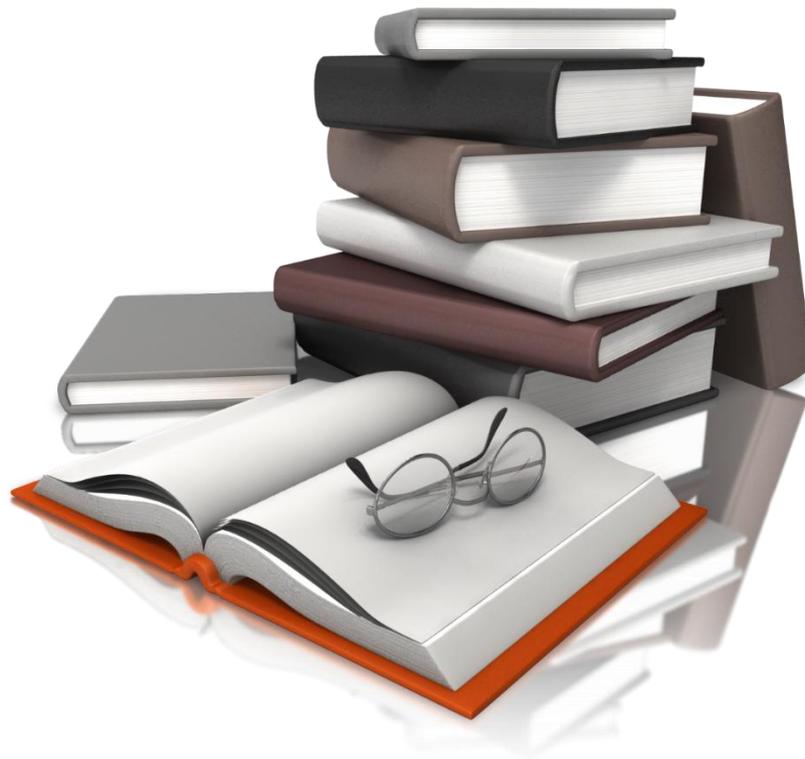


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***MTO GROUP***



# Candidate Information Handbook 2018

Version 1.3, Feb 2018

The MTO Group Pty Ltd (RTO NO: 32493)

also trades as:



**Hs** Business  
School  
Part of the MTO GROUP PTY LTD



3 Lucknow Crescent | Thomastown | VIC 3074

## Contents

Introduction .....	3
Australian Skills Quality Authority (ASQA).....	4
How is training delivered? .....	6
Fee Structure.....	6
Training Services .....	9
Complaints & Appeals.....	10
Complaint Policy .....	10
Disputes Settlement.....	10
Appeals.....	10
Complaints / appeals procedure.....	11
Occupational Health and Safety Policy .....	12
Harassment and Discrimination Policy .....	13
Apprenticeships and Traineeships .....	17
Fees and Refund Policy .....	19
Candidate Training Records Policy.....	19
Recognition of Prior Learning procedure .....	21
Recognition of Prior Learning fee policy:.....	21
Access and equity policy .....	22
Discipline.....	25
Quality Training and Assessment Principles .....	27

## **Introduction**

Welcome to the ***MTO Group*** also trading as the ***HS Business School*** and/or ***Red Oak Projects***. This Candidate's Handbook has been prepared for candidates enrolling in our training programs. It provides essential information that will assist you as a prospective candidate prior to enrolment to make an informed decision regarding enrolment. In this handbook you will find information regarding

- The structure and operations of the Registered Training Organisation
- Training & assessment services on offer
- Procedures for recognition of prior learning
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Candidate services and the privacy of your information

MTO Group is a Registered Training Organisation (RTO) that has been accredited by the Australian Skills Quality Authority (ASQA). National Vocational Education and Training Regulator Act 2011 (NVR) sets the benchmark for national training and assessment programs in Vocational Education and Training (VET) in Australia. The NVR ensures that consistent, high quality training and assessment programs are delivered to clients in the VET sector.

Since its inception on 1st July 2011, the NVR has delivered nationally endorsed Training packages of the highest quality to candidates in the VET sector. Employers recognise the high level of competency gained by candidates that have participated in NVR programs. The NVR has the advantage of being able to deliver training packages in different locations without compromising any of the quality in its service delivery.

The MTO Group is committed to best practice, and is continually seeking improvement in the development and delivery of NVR programs. The MTO Group program milestones and outcomes are compared against the National Quality Council (NQC) indicators to identify areas of competency and improvement.

The staff of the MTO Group are available to answer any questions that you may have regarding the information in this handbook and can be contacted on:

Phone: 1800 271 356

Email: [info@mtogroup.com.au](mailto:info@mtogroup.com.au)

Web: [www.hs.edu.au](http://www.hs.edu.au)

### **MTO Group Pty Ltd has an office training venues located at:**

- Red Oak Projects: 3 Lucknow Crescent Thomastown, VIC 3075
- Office First - Training Rooms: 59 Albany Creek Road Aspley, QLD 4034

## **Australian Skills Quality Authority (ASQA)**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Training organisations have an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training, see: **Standards for Registered Training Organisations 2015**, available at: <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html>

### **Standards for Registered Training Organisations 2015**

Standards are set to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

#### **A focus on outcomes**

The Standards and their elements specify the key requirements to be met by each RTO. The Standards do not specify detailed processes, but explain the outcomes to be achieved through the application of each Standard. An RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each Standard.

#### **A systematic approach**

A systematic approach to the management and delivery of services helps an RTO to meet the registration requirements throughout the registration period. Systematic approaches are planned, purposeful and repeatable actions to improve products and services for clients.

Because RTOs vary in size and complexity, the processes they use to comply with the Standards for Registered Training Organisations 2015 will differ considerably. For example, the quality of outcomes to be achieved by a one-person RTO, a secondary school offering school-based apprenticeships, a community-based provider, an enterprise-based RTO and a TAFE institute may be the same, but the differences in the scale and operating context of these five organisations may lead to differences in the nature of their systematic approaches and the management systems they use.

#### **Continuous improvement**

Continuous improvement is an integral part of ASQA. Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

An effective quality system includes processes that encourage and achieve continuous improvement. For RTOs this means developing a planned and ongoing process to

systematically review and improve policies, procedures, products and services through analysis of relevant information and collection of data from clients and other interested parties, including staff. Data from the Quality Indicators provides a key tool for continuous improvement.

The value for RTOs of adopting a continuous improvement cycle is in its potential to create a stronger, more sustainable business that meets the needs of clients and stakeholders. Such a cycle also enables RTOs to adapt quickly to changing external environments, such as economic factors and skills needs. Types of continuous improvement processes and tools are not prescribed and RTOs have the flexibility to consider their own business context and make improvements based on feedback from their clients and stakeholders.

### **Access and equity**

The AQF has a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes. An RTO needs to ensure that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. While access and equity are explicit in the second Standard, they are relevant to all three.

### **Governance**

The MTO Group manages its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, the MTO Group encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

### **Commonwealth Legislation:**

- Copyright Act 1968
- Commonwealth Privacy Act 1988 / *Privacy Amendment (Private Sector) Act 2000*
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

### **Queensland Legislation:**

- Children, Youth and Families Act 2005
- Disability Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Occupational Health and Safety Act 2004

## **Training Authorities:**

- Department of Education and Training (DET) <https://www.education.gov.au/>
- Department of Education and the Department of Employment

Current legislation is available online at: <http://www.austlii.edu.au/>

## **Candidate Overview**

The MTO Group strictly adheres to RTO Standards 2015 with all programs aligned to the qualifications contained in the Insert Training Package. Ensuring best practice in service and delivery at all times.

## **How is training delivered?**

### **Training courses with The MTO Group are delivered by**

- Face to face classroom training
- On-line seminars and discussion boards
- Blended learning

## **What are the prerequisites?**

Prerequisites are specific to individual courses. Please consult the course outline for your course of choice for prerequisite information or contact The MTO Group: [info@mtogroup.com.au](mailto:info@mtogroup.com.au)

## **How do I enrol?**

Enrolment is initiated by you contacting The MTO Group and we will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

## **Fee Structure**

### **Total course fee**

Each qualification, unit of competency or accredited course offered by the MTO Group has a specific course fee. The course fee is the maximum fee that may be charged to the candidate for his / her selected training program.

It is the MTO Group's policy that the course fee will be all inclusive. Candidates will not be 'surprised' by unexpected requirements, fees or expenses. Inclusions:

- All tuition
- Support and coaching
- Specified text books that are provided
- Classrooms and facilities

Where additional resources normally associated with a program of study are required, (reference material, research documents, own computer for example) the candidate will be clearly advised of exactly what is required in the candidate study guide for that program.

Program fees are determined by the delivery method requested by the client/participant. The MTO Group offers four (4) styles of delivery:

**1. Self-Paced Courses (for relevant courses only listed on the MTO Group Learning Management System (LMS))**

These courses can be completed in your own time and at your own pace. All your content is accessible at any time from our online e-Campus (<http://hs.edu.au/moodle2/>) and all your assessments can be completed and submitted online.

**2. Premium Online Self-Paced eLearning Courses with Webinars**

Our Virtual Training Centre is made up of our e-Campus and a series of interactive webinars. The powerful combination of virtual learning in webinar format together with distance learning through access to the e-Campus provides you with a user-friendly and fun way of learning new skills.

**3. Premium-Plus Blended Delivery Courses**

As with premium on-line above this provides students with the opportunity of the self-paced, face to face with extended support of the face to face delivery at our training facilities or at another prearranged and acceptable facility.

**4. Executive Programs**

Custom designed to meet our client needs. These programs are delivered as face-to-face workshops, optionally combined with webinars. Participants also receive access to our e-Campus to access all training materials and extra resources and to submit assessments. Prices for this style of delivery are provided on application.

**Payment required in advance**

No more than \$1,000 will be collected from an individual candidate prior to the commencement of the training. At the commencement of training an additional payment of up to \$1,500 will be collected from the candidate. Where the total course fee exceeds \$2,500 the remaining fees will be collected on a pro-rata basis to ensure that the costs associated with the training delivery are met and the candidate is not disadvantaged by safeguarding his / her fees.

**Enrolment fee**

No enrolment fee is applicable

**Withdrawal fee**

No withdrawal fee is applicable

**Re-submit fee**

No re-submit fee applies

**Re-assessment fee**

No re-assessment fee for units of competency or qualifications where the re-assessment can be conducted by phone, email or webinar and can be assessed within 1 hour.

**Produce partial completion Statement of Attainment**

File Name: Candidate Info Handbook V1.3.docx  
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Version: 1.3  
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No fee applies to produce a Statement of Attainment when the candidate has partially completed the training program and must withdraw

## **Re-print certification**

Where the candidate requests a new copy of his / her certification the following fees apply:

- Statement of Attainment \$50.00+GST
- Qualification (with Academic Transcript) \$50.00+GST

## **Contact Us**

PO Box 5 Aspley MC, Aspley, QLD 4034

Phone: 1800 271 356

InfoQmtogroup.com.au

The following document outlines in detail the training and assessment services that are offered by the MTO Group as well as the client services that you will have access to as a candidate and the policies and procedures that support those services.

## **Contractual Agreement**

Candidates who enrol in a training program with the MTO Group should be aware that they are entering into a contractual agreement. With a view to ensuring all candidates are fully aware of their rights and obligations the MTO Group will design agreements, enrolments forms, service agreements or similar using a logical format and simple English. This may include but is not limited to:

- Wording that allows the perspective candidate to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the candidate
- Fair dealings for disadvantaged candidates

## **Consumer Protection**

[An Australian Consumer Law](#) provides information about the development of the Australian Consumer Law which a single national law is concerning consumer protection and fair trading, which applies in the same way nationally and in each State and Territory.

<https://www.treasury.gov.au/consumerlaw>

## **Australian Competition and Consumer Commission (ACCC)**

The Australian Competition and Consumer Commission is an independent Australian Government statutory authority. It was formed in 1995 to administer the Trade Practices Act 1974 and the Prices Surveillance Act 1983. The ACCC promotes competition and fair trade in the market place to benefit consumers, business and the community. It also regulates national infrastructure services. Its primary responsibility is to ensure that individuals and businesses comply with the Commonwealth competition, fair trading and consumer

protection laws. In fair trading and consumer protection its role complements that of the state and territory consumer affairs agencies which administer the mirror legislation of their jurisdictions, and the Competition and Consumer Policy Division of the Commonwealth Treasury. <http://acc.gov.au>

## **Training Services**

Registered Training Organisations provide services for a range of clients, including but not limited to; Indigenous Councils, Multinational and Private Companies, Fee for Service, Government Funded, Trainees and not-for-profit Community Organisations.

As an established, well respected training organisation with extensive industry experience, the MTO Group has provided services to many clients across Australia. The MTO Group strictly adheres to the Standards for Registered Training Organisation 2015 to continue delivering training services of the highest quality to their clients. All programs offered by the MTO Group are aligned to various Industry Skills Council Training Packages such as: BSB Business Services, HLT Health and TAE Training and Assessment Training Packages for quality assurance and best practice.

The MTO Group recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. Therefore, all trainers and assessors employed by the MTO Group have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for participants. All staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language to communicate information most effectively.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within the MTO Group to capitalise on these opportunities for improved practice. The MTO Group supplies feedback forms to all participants at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, and ensuring the ever-changing needs and expectations of clients are being met. Employer feedback forms are also issued to and requested from employers. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, participant suggestions, complaints and appeals, validation sessions and audit reports.

As a candidate with the MTO Group your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, candidates are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, the MTO Group has developed a best practice record and register which will include a written record of all improvement strategies and reviews.

## **Complaints & Appeals**

The MTO Group strives to ensure that each candidate is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all candidates have access to rigorous, fair and timely complaint and appeal processes which are outlined below. Any complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted it will be implemented as a priority.

### **Complaint Policy**

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of the MTO Group. The complaints procedure will address both formal and informal complaints. All formal complaints will be submitted in writing to the MTO Group management and will be heard and addressed within fifteen (15) working days of receipt.

The MTO Group management will maintain a Complaints Register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the MTO Group continuous improvement procedure.

It is the responsibility of the MTO Group management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting candidates with the complaints procedure and supply of complaint forms.

### **Disputes Settlement**

If the candidate is still not satisfied with the resolution of the complaint, and only after following and exhausting the MTO Group Complaints Procedure, there is the option on taking their complaint to ASQA with clear and concise evidence and explanation of what the complaint relates to.

Complaints to ASQA can only be raised via the online complaint form available at the ASQA website: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

There are instructions on how to use the form and where the form should be sent once completed.

### **Appeals**

The MTO Group appeals process is concerned with a candidate's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a candidate's appeal against specific assessment decisions, the candidate should first discuss the decision/s with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the candidate's appeal, make fair judgement to the best of their ability as to whether change/s are required, then discuss their final decision with the candidate.

If the candidate is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the QSG management team. The formal notice of appeal is required to comply with the following principles upon submission to QSG management:

- The notice of appeal should be in writing, addressed to the CEO, MTO Group Pty Ltd for referral to the QSG management team and lodged within seven (30) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified time frame otherwise the original result will stand.
- If a candidate's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to QSG management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of the MTO Group management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting candidates with the appeal procedure and supply of appeal forms.

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Appeals Procedure, there is the provision to submit a complaint to ASQA by completing and submitting the online complaint form:

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

## **Complaints / appeals procedure**

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of the MTO Group have access to the following procedure:

### **Informal complaint:**

- An initial complaint or appeal will involve the candidate communicating directly with The MTO Group verbally or by other appropriate means. The MTO Group will decide, discuss their judgement with the candidate and record the outcome of the complaint or appeal.
- Candidates dissatisfied with the outcome of the MTO Group's decision may initiate the formal complaint procedure.

### **Formal complaint / appeal:**

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by the MTO Group management.
- On receipt of a formal complaint, The MTO Group will convene the complaint committee to hear the complaint.
- The complaint committee will consist of a panel of with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - The MTO Group CEO
  - A MTO Group staff member
  - A person independent of the MTO Group

- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one other person as support or as representation.
- Staff member/s involved shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation.
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

All complaints and appeals will be reviewed at the MTO Group monthly management meetings. Continuous improvement procedures may be actioned when the complaint procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current The MTO Group policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

## **Occupational Health and Safety Policy**

The Work Health and Safety Act 2011 outline the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards

To meet these requirements, the MTO Group has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to occupational health and safety.

The purpose of this section is to present a strategic overview of the MTO Group safety system and to provide guidance for meeting the requirements of occupational health and safety on the MTO Group premises, ensuring a high standard of workplace health and safety.

It is obligation under legislation that all MTO Group employees and management contribute to and assist in maintaining occupational health and safety and risk management operations as part of their role within the RTO. The MTO Group management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work

- Adequate occupational health and safety professional development for the MTO Group candidates, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed work place with the safe storage of goods such as chemicals if relevant.

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

- Maintain a safe, clean and efficient, working environment
- Evacuation plan, (Fire and Bomb)
- Emergency Control
- Accident/ Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (Storage)
- Manual Handling Techniques and Training
- Store and dispose of waste according to OH&S regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and Fire Prevention
- Candidate safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all RTO staff and Candidate's to see

## **Harassment and Discrimination Policy**

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so all staff and candidates are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

In the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters the offending party, a

trainer or other MTO Group staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow MTO Group policy procedures to rectify the situation.

All candidates and staff working with the MTO Group have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussion is dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to MTO Group policy and procedures.

The MTO Group ensures that all staff are adequately trained in dealing with harassment and discrimination to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, MTO Group management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

**The MTO Group Staff and Candidate's should be aware of the following definitions:**

### **Racial Harassment**

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, decent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions or unfair treatment.

### **Sexual Harassment**

Involves any verbal or physical conduct of a sexual nature which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms non-work related communication, offensive noises or displays of sexually graphic or suggestive material.

### **Bullying**

Involves any behaviour that suggests a real or perceived power over another party or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, sabotage of a person's work or their ability to work by withholding resources or information.

### **Confidentiality**

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, candidate assessments, managerial decisions and legal proceedings.

### **Discrimination**

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

## **Harassment**

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## **Personnel**

Refers to all employee's contractors of The MTO Group.

## **Victimisation**

Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work related resources.

## **Specific principles:**

- It is the right of all staff and candidate's to work and study in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by the MTO Group,
- When the MTO Group management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- All complaints presented to the MTO Group should be resolved by a process of discussion, cooperation and conciliation wherever possible. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue from MTO Group management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,

- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and candidates should not make any frivolous or malicious complaints. All staff and candidates are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

## **Privacy**

The MTO Group considers candidate privacy to be of upmost importance and will practice a high standard of care and concern regarding maintaining candidate privacy in all aspects of business operations. The MTO Group will comply with all legislative requirements including the Privacy Act and National Privacy Principles (2001).

On enrolment each candidate is given a Privacy Consent Form to read and sign, stating that they give permission for the MTO Group to provide basic personal details to prospective employers. In usual circumstances, the only details required by a prospective employer would include the candidate's name, telephone number and suburb of residence, and would be supplied to employers when the candidate has achieved the qualification.

This service is provided for the purpose of improving the candidate's employment opportunities and should not be used in any other circumstances without explicit consent.

Prospective employers seeking candidate details are required to sign a declaration form in order to guarantee that all candidate details are supplied for the purposes of recruitment only. Candidate details will not be supplied until the MTO Group has received the signed declaration form from the employer/s.

In some circumstances, the MTO Group may be required by law or in adherence with the Standards for RTO's 2015 to make candidate details available to other parties. In all other circumstances, The MTO Group will ensure that written permission is obtained from the candidate before releasing any details.

## **Privacy Principles**

### **Collection**

The MTO Group will only collect necessary information pertaining to one or more specific operations. The candidate will be informed as to the purpose for which details are being collected.

## **Use and disclosure**

The MTO Group will ensure candidate personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the candidate, unless a prescribed exception applies.

## **Data quality**

The MTO Group will take all reasonable measures to ensure that all candidate personal information that is collected used or disclosed is accurate, current and complete.

## **Data security**

The MTO Group will take all reasonable measures to ensure all collected candidate personal information is protected from misuse, loss or damage and that all data and record storage is secured from unauthorised access, modification or disclosure.

## **Openness**

The MTO Group will maintain documentation which details how candidate personal information is collected, managed and used. When a candidate makes an enquiry in relation to information collected, the MTO Group will explain what information is held, for what purpose it is held, and what procedures outline the collection and use of information.

## **Access and correction**

The MTO Group will allow candidates access to personal information held in all circumstances unless prescribed exceptions apply. If the candidate identifies errors within the information, The MTO Group will correct and update to file.

## **Unique Identifiers**

The MTO Group will not assign candidates unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

## **Anonymity**

The MTO Group will provide candidates the opportunity to interact with the business without requiring the candidate to make their identity known in any circumstances it is practical and possible to do so.

## **Trans Border Data Flows**

The MTO Group privacy protection principles apply to the transfer of data throughout Australia.

## **Sensitive Information**

The MTO Group will request specific consent from a candidate in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a candidate's health, criminal record, racial or ethnic background.

## **Apprenticeships and Traineeships**

Following approval, the MTO Group may deliver Traineeships under the Federal Government's New Traineeships and New Apprenticeships Scheme. To do so the MTO Group

must demonstrate compliance with the Skilling Australia Workforce Bill 2005; the Act defines the RTO obligations as compliance with the Department of Education and Training (DET) requirements for (User Choice Contract) funding of Traineeship programs including, RTO reporting obligations.

### **Working with persons under 18 years of age**

Candidates under 18 years of age may enrol with the MTO Group. A child is considered any individual less than 18 years of age.

It is the responsibility of the MTO Group to ensure that all candidates are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to the MTO Group, any behaviour that can reasonably be considered harmful or potentially harmful to candidates, or where it is reasonable to believe that a candidate has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a candidate has suffered from or may require protection from harm, the MTO Group must report to the Department of Child Safety.

### **The initial information that a Child Protection Officer will require is:**

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to MTO Group, the RTO CEO must report the matter to the Police or the Department of Child Safety.

The RTO will comply with all relevant State and Federal legislation in the area of working with children. The MTO Group management recommend that all staff obtain a Positive Notice Blue Card for child related employment. Information is available at: [www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au) other relevant legislation may be viewed at [www.afp.gov.au](http://www.afp.gov.au)

## **Fees and Refund Policy**

The RTO must protect fees paid in advance and have a fair and reasonable refund policy.

The MTO Group operates predominately on a 'fee for service' training business. This means all training programs attract fees. These fees are paid by / charged to the candidate, a government agency or the candidate's employer.

Fee information is available via:

- The MTO Group website
- The MTO Group program brochures
- The MTO Group promotional material
- Direct email

Each of these information streams will be updated regularly.

All fees will be paid at or prior to the commencement of training unless prior arrangements are made with the RTO management.

### **Refund Policy**

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund.
- Between 13 days and 7 days prior to the course - 75% refund.
- Between 6 days and the commencement of the course – 50% refund.
- Withdrawal during the course – no refund. A pro-rata credit is available so the candidate can complete the course at a later date.

All fees paid in advance are separated from the operations of the business. This is achieved by maintaining a number 2 account (deposit account) to ensure sufficient funds are always available for refund. The number 2 account is represented in the RTO's accounting system as a separate repository for funds paid in advance and cannot be accessed until the respective students commence training.

### **Candidate information Policy**

Candidate's details will be entered into the student management database. This will initiate the commencement of the candidate's file which will become part of the candidate's records and retained on file by the MTO Group. Management of the candidate's file will be in accordance with the Training Records Policy.

### **Candidate Training Records Policy**

Upon enrolment, candidate's details will be entered into the RTO database system. This process initiates the establishment of the candidate's individual file which is then used to record all future details pertaining to the client. The file is retained by MTO Group and management of the file will be in accordance with the RTO Training Records Policy.

The MTO Group will be committed to maintaining the accuracy, integrity and currency of all candidate files, as well as ensuring appropriate security of all records to uphold confidentiality and protect candidate privacy.

Individual candidate records will be stored in lockable steel filing cabinet in a locked secure office area. The electronic records are stored in AVETMIS software and are protected by password access. Further security of records is ensured by maintaining up to date virus, firewall and spy ware protection software. Electronic records are copied to a portable hard drive, every four week period. The portable disc drive is stored off site in a fire proof secure location.

The MTO Group management will undertake a validation of the training records of approximately 5% of registered candidates and report the findings at the monthly management meeting.

The MTO Group software and hardcopy systems will retain candidate's results for a period of not less than 30 years. Enrolment materials and training and assessment materials will be provided in electronic format wherever possible. Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper based records will be scanned and securely shredded every twelve (12) months in accordance with the RTO CEO's directions.

If The MTO Group ceases to operate, the RTO's records will be transferred to the Accreditation & Recognition Council (ARC) in appropriate format and detail as specified by ARC at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

The RTO will ensure that any confidential information acquired by the business, individuals or committees or organisations acting on behalf of RTO is securely stored.

**Access to individual candidate training records will be limited to those required by the Standards for RTO's 2015 such as:**

- Trainers and assessors to access and update the records of the candidates whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of DET, ARC or their representatives for activities required under the Standards for Registered Training Organisations.

**Or those required by law such as:**

- People as are permitted by law to access these records (e.g. subpoena, search, warrants, social service benefits, evidence Act).

**Or**

- Candidates authorising releases of specific information to third parties in writing.
- The candidates themselves, after making application in writing.

## **Recognition of Prior Learning procedure**

The MTO Group appreciates the value of workplace and industry experience and recognises that candidates will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired, and the RPL process is designed to provide validation of such relevant skills.

Candidates who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain should apply for RPL at the time of enrolment. The candidate's skills and knowledge will be assessed and validated, and where appropriate units of competency acknowledged and face-to-face training reduced.

As part of the MTO Group enrolment policy, trainers will advise candidates of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind candidates of this option progressively throughout their time in training in order to provide multiple opportunities for candidates to engage in the RPL process.

### **When approached by a candidate seeking RPL, trainers will:**

- Provide the candidate with copies of an RPL Application Form
- Provide the candidate with information about the types of evidence that can be used to support an RPL application
- Assess the candidate's information and notify candidates of the outcome of the RPL process

### **Recognition of Prior Learning fee policy:**

The candidate will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the candidate is not able to achieve the full qualification through RPL and gap training is required a training plan and costing structure will be mutually agreed upon.

The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

### **Credit Transfer**

Credit transfer is described by the Australian Qualifications Framework (AQF) as:

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

In simple terms, it means that if a person is applying to enrol in a qualification and they have already completed one or more units of competency in relation to that qualification they are eligible to receive direct credit transfer for the unit of competency that the certificate or statement of attainment relates to.

## **Access and equity policy**

The MTO Group is committed to practicing fairness and equal opportunity for all current and potential candidates, regardless of sex, race, impairment or any other perceived difference in class or category. The MTO Group will address access and equity matters as a nominated part of operational duties.

### **Access and equity procedure**

The MTO Group has developed policies and procedures to guide and inform all staff and candidates in their obligations regarding access and equity. Upon induction in to the MTO Group, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a MTO Group staff member. Candidates are made aware of the access and equity policy via the MTO Group Candidate Handbook and informed of their rights to receive access and equity support and to request further information.

The MTO Group access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any candidate who meets The MTO Group entry requirements will be accepted into any training programs. If any candidate or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to the MTO Group's management for consultation.

### **Client Selection**

Enrolment and admission into some MTO Group training programs is subject to meeting certain pre-requisite conditions or entry requirements. Specific details of the pre-requisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential candidate does not meet the pre-requisite conditions, the MTO Group staff will endeavour to assist them in understanding their options regarding meeting the standards. Any questions regarding pre-requisites can be addressed by trainers or the MTO Group management.

### **Enrolment**

The enrolment procedure commences when a candidate contacts the MTO Group expressing interested in a training program/s. The MTO Group staff will respond by dispatching by suitable means an enrolment form, Candidate Handbook, literature on the program/s being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the candidate meets any pre-requisites or entry requirements that have been set for the selected course. Candidates will be informed of successful enrolment and sent information on the course and their course induction.

Candidates who do not meet the pre-requisites for the selected course will be notified of their unsuccessful enrolment and invited to contact the MTO Group to discuss their training needs and alternative opportunities.

## **Pre-course Letter**

As an additional support to enrolling candidates, the MTO Group will send a Pre-course Letter to the candidate prior to the commencement of training. Information includes the time, date and location of training, the resources the candidate should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

In addition, candidates are asked to complete a [Pre-course Evaluation Checklist](#). Questions on this checklist are intended to gain more information regarding the needs of the candidate. The MTO Group staff will evaluate the information submitted in the checklist and either make necessary changes to meet the candidate's needs or have a discussion with the candidate regarding his / her needs.

## **Pre-course Evaluation checklist**

The designated the MTO Group staff member will receive and assess each candidate's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, the MTO Group staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for candidates with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

## **Induction**

On successful completion of the enrolment process, all candidates will undergo an induction program including:

- Introduction to MTO Group training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued

Confirmation that all of the above information was provided and handouts were distributed is required to be acknowledged by the candidate.

## **Language, Literacy and Numeracy (LLN) Assistance**

The MTO Group course information and learning materials contain written documentation and limited numerical calculations.

The MTO Group recognises that not all candidates will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by the MTO Group staff or when the MTO Group is requested by a candidate, a Language, Literacy and Numeracy test will be provided to assess the candidate's ability. This process is to ensure that all candidates who commence a training program possess the skills required to understand the presented material and complete assessments.

The MTO Group will endeavour to provide assistance to candidates having difficulty with language, literacy or numeracy to accommodate their needs.

If a candidate's needs exceed the ability of the MTO Group staff to assist, the candidate will be referred to an external support agency so they can obtain the skills required to complete the training program.

## **Candidate Support, Welfare and Guidance**

The MTO Group will assist all candidates in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all candidates are aware they can contact their trainer or other MTO Group staff members if they are experiencing difficulties with any aspect of their studies. Staff will ensure candidates have access to the full resources of the MTO Group to assist them in achieving the required level of competency in all nationally recognised qualifications.

If a candidate is experiencing personal difficulties, training staff will encourage the candidate to contact the MTO Group who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

If a candidate's needs exceed the capacity of the support services the MTO Group can offer, they will be referred onto an appropriate external agency.

Extensive information regarding support agencies, resources and services may be sources online. The MTO Group staff members will assist candidates to source appropriate support.

## **Flexible Delivery and Assessment Procedures**

The MTO Group recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a candidate who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of the MTO Group respect these differences among candidates and will endeavour to make any necessary adjustments to their methods to meet the needs of a variety of candidates. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the candidate can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to candidates, having a candidate's spoken responses to assessment questions recorded, or allowing a candidate to sit for an assessment alone in a different room.

The MTO Group staff will pursue any reasonable means within their ability to assist candidates in achieving the required competency standards. If a candidate's needs exceed the capacity of the support services the MTO Group can offer, they will be referred onto an appropriate external agency.

## **Discipline**

The MTO Group make every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of candidates as a contribution to a functional learning environment, and as a sign of respect to staff and fellow candidates.

Any trainer or staff member who is dissatisfied with the behaviour or performance of a candidate has the authority to:

- Warn the candidate that their behaviour is unsuitable, or
- Ask a candidate to leave the class, without refund or acceptance into another course,  
or
- Immediately cancel the class.

If a candidate wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the MTO Group complaint procedure.

The MTO Group's staff are expected to maintain a professional and ethical working relationship with all other staff members, management and candidates. Breaches of the disciplinary standards will result in discussion between the relevant trainer and the MTO Group and appropriate action will be taken.

### **In summary, the MTO Group will provide:**

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual candidates
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and candidates, so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of candidates' community, government agencies and organisations and industry when planning training programs

- Access to information and course materials in a readily available, easily understood format
- Information to assist candidates in planning their pathway from school or the community to vocational education and training

**If a candidate identifies with one or more of the following priority groups he / she may be able to receive additional assistance:**

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up-skilling
- Long-term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

### **Assessment Policy**

The MTO Group will provide training services to candidates on a 'fee for service' basis.

**In developing the assessment (including RPL) for each qualification and unit of competence, the RTO CEO will ensure:**

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course.
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency based assessment and informs the candidate of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to candidates.

- Assessment complies with the RTO's access and equity policy.
- All candidates have access to reassessment on appeal.

## **Quality Training and Assessment Principles**

Throughout the policies and procedures of The MTO Group and the Principles of Assessment and the Rules of Evidence will be applied.

### **Principles of Assessment:**

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable
- Sufficient.

#### **Fair**

Fairness in assessment requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

#### **Flexible**

To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and support continuous competency development.

#### **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills and
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

#### **Reliable**

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the required competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

## **Sufficient**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

## **Rules of Evidence:**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current.

## **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills and
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

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Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

## **Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work.

**Current**

In assessment, currency relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

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