

MPA SKILLS STUDENT

HANDY BOOK



Training & Apprenticeship Employment

RTO 1892

SECTION 1

ACCESS AND EQUITY

MPA Skills RTO is committed to providing equal opportunity and promoting inclusion for all learners. MPA Skills RTO asserts the right of all learners to access training and assessment services in a format that they readily understand. Learners who have difficulty with basic literacy, numeracy, English language or other areas of learning should advise MPA Skills RTO of their support needs prior to training.

SECTION 2

ASSESSMENT GUIDELINES

MPA Skills RTO complies with The Office of the Training Accreditation Council [TAC] requirements and upholds the principles of validity, reliability, fairness and flexibility. All assessments comply with training package requirements and may include observation, oral and written questioning, project work, and individual and group work tasks. Your trainer and assessor will inform you how and when each assessment will occur in your course.

Evidence

MPA Skills provides learners with Student Assessment Workbooks which include assessment activities to promote the collection of evidence used to determine competence. Where possible, assessment tasks are designed for completion as work-based tasks, giving you an opportunity to apply your learning to day-to-day work situations. In competency-based assessment you may be deemed 'competent' or 'not yet competent'. In the event that you are deemed 'not yet competent', additional support may be provided to assist you in completing the unit, or your assessor may prepare an additional assessment event or request additional evidence.

Timing

The Student Assessment Guides set out assessment events and due dates. If you cannot meet an assessment deadline and have a legitimate reason to extend, please approach your trainer and assessor before the due date to negotiate an extension of time. For further information, refer to your *Student Assessment Guides*.

SECTION 2

ASSESSMENT GUIDELINES

Feedback and Results

The assessor will make an assessment judgement to determine if you hold all of the knowledge and skills described in the training package or accredited course. You will receive either written or verbal feedback on the assessment outcome from your assessor.

Your result notice will show either: C Competent, or NYC Not Yet Competent

On the successful completion of all assessment tasks required for an accredited course, you will be issued with an Australian Qualifications Framework [AQF] Certificate or Statement of Attainment from MPA Skills RTO.

If in an assessment you are Not Yet Competent, you may have more than one opportunity for reassessment. To be eligible for a reassessment, you are required to inform the trainer of your reassessment intent by email within two [2] weeks of the assessment outcome advice. If, following the reassessment you are deemed Not Yet Competent, you will need to re-enrol in the unit and complete the unit when next offered.

Assessment Appeals

You are entitled to appeal the decisions made by the RTO assessor, including assessment outcomes, if you believe the process was inappropriate or ineffectively executed, or if you believe that the assessment outcome was incorrect.

For information regarding assessment appeals please refer to the MPA Skills RTO Appeals Policy, available on the MPA Skills website mpaskills.com.au

Misconduct

Learners need to show authenticity in assessments by ensuring the evidence presented for assessment is the learner's own work. Learners also need to comply with Work Health and Safety requirements and act with care and diligence at all times in the classrooms or workshops. Misconduct by a learner includes, but is not limited to:

- a. Plagiarism, which involves a learner submitting or presenting another's work in a course as if it were their own work.
- b. Collusion, which involves a learner inciting, assisting, facilitating, concealing or being involved in plagiarism, cheating or other academic misconduct by others.
- c. Serious misconduct in the classroom or workshop, or failing to act with care and diligence

In the event that a learner is found guilty of misconduct, MPA Skills RTO may:

- a. Deem the assessment outcome as Not Yet Competent and request additional evidence
- b. Exclude the learner from further participation in the course

[No refunds are available to learners who are found guilty of misconduct].

To avoid plagiarism, you should always write your own work and thoughts in your own words. If you need to support what you are saying with evidence or someone else's work, you must credit the author of this work.

SECTION 3

COMPLAINTS

AND

GRIEVANCES

MPA Skills RTO supports and encourages open communication to ensure complaints are responded to promptly and with minimum distress and maximum protection to all parties. MPA Skills RTO is committed to ethical and responsible management and transparent decision-making processes and is committed to a fair and accessible complaints process to maximise client and learner satisfaction.

Complaints may be handled and resolved through any of the following ways:

- a. The Direct Informal Avenue [where the complainant takes their complaint directly to the Trainer, Assessor, Training Supervisor or Compliance Manager];
- b. The Formal Internal Avenue [where the complaint is lodged with and investigated by MPA Skills RTO]; and
- c. The Formal External Avenue [where the complaint is lodged with and investigated by an independent third party].

Should you wish to lodge a complaint, please do so in writing by contacting the Training Manager. Email complaints to training@mpaskills.com.au. You can find a copy of the Student Complaint Handling and Resolution Policy on mpaskills.com.au

SECTION 4

FEES

MPA Skills RTO is committed to providing cost effective training and assessment services and upholds transparent pricing policies and competitive fee structures. A Schedule of Fees will be issued prior to commencement of studies. For further information please email training@mpaskills.com.au

Refund

If you are unable to commence the training for which you have paid, you may apply to receive a full refund of fees for training not provided.

If MPA Skills RTO cancels a course due to unforeseen circumstances, you may apply to receive a full refund of the course fee paid.

Withdrawal

If you cannot continue your studies in a course, you will receive a refund for any Units of Competency not commenced or units in which you have attended less than 20% of the training. All course withdrawal requests should be in writing either mailed or emailed to the Compliance Manager.

SECTION 5

FEEDBACK AND

CONTINUOUS

IMPROVEMENT

MPA Skills RTO is committed to continuous improvement. Training programs and resources are reviewed on a regular basis to ensure relevancy and currency. MPA Skills RTO collects and analyses feedback from learners, employers and industry representatives. Learner feedback questionnaires are circulated at the end of the unit or course. You are encouraged to provide feedback throughout the duration of the course by emailing training@mpaskills.com.au

SECTION 6

PRIVACY

MPA Skills RTO collects personal information in order to create and maintain records. This personal information is sought by MPA Skills RTO for the purposes of state and national reporting. MPA Skills RTO is committed to maintaining and storing personal information securely. This information may be used to contact learners about any subsequent issues concerning their results and future training programs. You may request access to your records at any time.

MPA Skills RTO may forward statistical information about courses and industry involvement but not personal information about you. MPA Skills RTO will not release any personal information to any other organisations for direct marketing purposes.

SECTION 7

RECOGNITION OF PRIOR LEARNING [RPL]

MPA Skills RTO recognises the skills and knowledge you have gained through previous studies, work, and life experiences. This is called Recognition of Prior Learning [RPL].

You may be considered for RPL if you have:

- a. Successfully completed the same Unit of Competence in another course
- b. Successfully completed similar Units of Competence in another course, with other training providers in Australia
- c. Relevant workplace, community or life experiences.

Competency is demonstrated through a portfolio of evidence mapped against the Unit of Competence. To apply for recognition, you will need to provide evidence of previous study or experience such as original result notices, academic transcripts, certificates, third party reports or references.

To commence the RPL process, you will need to complete and submit an 'Application for RPL' form. The Compliance Manager will assist you to complete the application form and provide guidance through the RPL process.

Mutual recognition

MPA Skills RTO recognises qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework [AQF]. You may use these qualifications and Statements of Attainment to gain RPL towards the same Units of Competence offered by MPA Skills RTO.

MPA Skills RTO will recognise and accept a qualification issued by another RTO based in any State/Territory in Australia. This may be a Statement of Attainment for specific Units of Competence, or it may be a complete qualification.

SECTION 8

RIGHTS AND RESPONSIBILITIES

MPA Skills RTO requires all trainers and learners to:

- » be accountable for personal decisions and actions;
- » behave honestly and with integrity;
- » act with care and diligence;
- » treat others with respect and courtesy;
- » refrain from any form of harassment or intimidation;
- » maintain professional confidentiality;
- » provide true, accurate and full information when requested;
- » comply with Australian laws.

Student Welfare and Guidance

MPA Skills RTO's risk management approach to quality training and assessment services will ensure that your learning needs are adequately met. Where appropriate, if you are experiencing difficulties you may be provided with referral to independent agencies.

Course trainers and assessors and/or the Training Supervisors are responsible for ensuring your comfort during classes and workshops. Relevant advice on the location of rest rooms and emergency exits and procedures will be provided at class and workshop commencement.

Employers, trainers and assessors are required to negotiate and appoint delegates to ensure services are provided when training and/or assessment is conducted in the workplace.

Work Health and Safety [WHS]

All training and assessment services are provided in accordance with relevant Work, Health and Safety [WHS] legislative requirements.

You are responsible for adhering to MPA Skills WHS policies and procedures following instructions on safe work methods, and promptly reporting hazards or accidents and ensuring that their conduct does not endanger others. Any concerns regarding WHS issues should be raised with the trainer or assessor.

Smoking

Smoking is not permitted on MPA Skills Training Centres or on any MPA Skills property.

SECTION 9

TRAINERS AND ASSESSORS

MPA Skills RTO trainers and assessors are selected on the basis of relevant professional, academic and business qualifications, extensive workplace experience, and their training credentials. As a minimum they hold required trade qualifications and experience and the Certificate IV in Training and Assessment [TAE40110] and are deemed to be competent to the level they assess.

SECTION 10

TRAINING DELIVERY

All accredited training programs can be contextualised to meet the specific contexts of industry clients or group training needs. Accredited training with MPA Skills RTO is offered through various methodologies including workshops, online and blended delivery modes. Training is conducted by qualified trainers and is designed to include a combination of theory, practical activities and simulations. Industry experts or specialists are often invited to deliver a component of a workshop where appropriate.

Training support material for learners will include reference material, assessment worksheets and guides provided MPA Skills. Additional support by phone or email is provided on a needs basis by the Training Supervisor.

MPA Skills operates on numerous sites across Perth and South West Western Australia. Further information can be found on our website mpaskills.com.au Accredited training and professional development programs are available at all locations.

MPASKILLS.COM.AU

MPA Skills
Maylands Campus
108 Caledonian Avenue
MAYLANDS WA 6051
T 08 9471 6660
E receptionm@mpaskills.com.au



The pre-apprenticeship and apprenticeship training are subject to funding by Future Skills WA.

FutureSkillsWA
Training for tomorrow's opportunities