



Training & Apprentice Employment

DIVISION OF MPA GROUP

Plumbing &
Gasfitting

Painters &
Decorators

MPA Skills Code of Conduct

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[Student Induction Checklist:](#)

Trainer to ensure students to sign Checklist at Induction

1. Title

This document shall be referred to as the MPA Skills Code of Conduct.

2. Purpose and Effect

This Code of Conduct will provide a clear indication to staff and students in regards to behavior, dress standards, attendance and various policies and procedures that apply while attending MPA Skills' training. All students will follow the instructions of staff and observe the Code of Conduct.

3. MPA Skills Mission Statement

To be an industry focused organisation providing flexible, quality services that exceed client expectations in a dynamic environment.

4 Our values and what you can expect from us

4.1.1 Professionalism

- Provide services which are client focused;
- Provide reliable, efficient and accurate responses to all enquiries;
- Provide a safe work environment that is, as far as practicable, free from hazards which may cause injury to any person;
- Ensure all staff have adequate and appropriate training and receive any ongoing support required;
- Ensure all of our clients receive all relevant information prior to hiring an apprentice, through host proposal documents; and
- Ensure all of our clients receive and understand our Occupational Safety and Health Policy during the induction process and clearly understand our evacuation procedures.

4.1.2 Ethics

- Ensure that marketing materials are not misleading in any way;
- Ensure that the use of logos is consistent with national and state requirements; and
- Ensure that all employees act ethically at all times.

4.1.3 Responsiveness

- Respond to requests for information or advice in a timely and professional manner;
- Provide easy to understand, current and accurate information and advice on all issues related to our services;
- Follow up and maintain communication and consultation with our clients as required;
- Maintain our liaison with industry to monitor and update our services; and
- Seek feedback from our clients and react to this feedback when opportunities for improvement are identified.

4.1.4 Access and Equity

- Commitment to access and equity in the provision of vocational education and training and recognise our obligations under a range of Federal and State legislation;
- Remove barriers that prevent successful outcomes for students;
- Implement procedures that support successful outcomes for all students;
- Create an environment which is fair, non-discriminatory and harassment free;
- Create an engaging learning environment that provides inclusive and relevant educational experiences and assists in the development of a more competitive, skilled and diverse workforce;
- Develop a culture where everyone is committed to these processes;
- Ensure that programs, services and environments are accessible and equitable;
- Committed to endeavour to recognise and support the diversity of skills and potential, the needs of the current client base and the wider community; and
- Treat all clients with dignity, courtesy, confidentiality and efficiency.

4.1.5 Continuous Improvement

- Continually assess and evaluate our services using our quality policies and procedures to ensure the maintenance of quality responsiveness to our client's identified needs and also reflect the changes that may occur within industry; and
- Seek our clients' views as part of the annual self-assessment and evaluation process required by the AQTF Standards.

4.1.6 Handling Grievances and Complaints

- Promote positive relationships with its employees and clients;
- Create an environment where all are treated with efficiency, fairness, integrity, impartiality and due care;
- Ensure that grievances are addressed and resolved directly and quickly to avoid the escalation of problem;
- Provide mechanisms for resolving conflict quickly and fairly and ensuring the privacy and rights of the individual/s concerned are maintained; and
- Respect confidentiality at all times within the constraints of the need to fully investigate the grievance.

4.1.7 Privacy

- Abide by current Legislation, Industrial Awards and Agreements related to privacy;
- Treat personal information related to employees and clients as highly confidential at all times;
- Only collect information relevant to our business relationship with employees and clients and that is necessary to perform our functions and activities and to fulfil our legal requirements;
- Not share, sell or trade employee or client personal information to any company or person, except where that information is to be provided to other organizations who perform certain functions or operations for us with our employee or client consent;

- Take reasonable steps to ensure that employee and client personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information; and
- Protect any personal information that we hold about our employees or clients from misuse and loss.

4.1.8 Conflict of Interest

- Ensure that directors and employees will not engage in activities that may constitute a conflict of interest, or place themselves in positions that might potentially produce a conflict of interest between themselves and the RTO;
- Manage any conflict issues in a transparent and ethical manner; and
- Dispose of potential conflicts of interest as soon as they arise.

4.1.9 Workplace safety and health

- Protect all employees and bona fide visitors from risk of injury or illness, so far as is practicable, in the working environment;
- Comply with the spirit and intent of relevant Legislation, Statutory Requirements, Codes of Practice, Regulations and Industry Standards and will make adequate provision of resources to meet these requirements; and
- Not knowingly demand or expect any person to participate in an activity which is likely to be detrimental to their safety or health.

4.1.10 Workplace Rehabilitation

- Prevent injuries and illnesses in the workplace, by providing a safe and healthy environment for all employees;
- Report all accidents at the earliest instance, investigate and take steps to control and prevent a recurrence;
- Offer rehabilitation to all employees following both work related and non work related injuries or illnesses, in line with current Legislation, Industrial Awards and Agreements.

5. Commitment

MPA Skills is committed to providing a challenging learning environment in which students can realise their potential.

The needs of the students are our highest priority, and MPA Skills will continuously seek to improve the quality of its courses and services to students. In return, MPA Skills invites students to honour their responsibilities to their studies and to contribute to their class and industry broadly.

MPA Skills is committed to providing all students with equal opportunities and embraces its statutory obligations to guarantee an environment free of racial, sexual, religious, cultural and physical discrimination.

6. Our Commitment to You

MPA Skills aims to provide students with:

- an organisation which provides a fulfilling, friendly and developmental experience

- a suitable and effective learning environment to meet diverse needs
- an environment that facilitates social life, welfare, health and safety
- a suitable student support network
- appropriate safe facilities that meet student needs
- fair, accessible and efficient administrative procedures
- full and accurate information about its activities, procedures and regulations
- fair and efficient complaints and appeals procedures

MPA Skills staff aim to provide for students:

- delivery of effective teaching and administration which focuses on student outcomes
- responsible and professional attitudes towards students at all times
- all essential materials and support to enable students to succeed in their studies
- maintenance of knowledge within the discipline
- completion of administrative tasks and assignment marking in a timely manner, and provision of constructive feedback to enable on-going improvement in the performance of our organisation
- completion of final assessment grading and distribution of results in line with published timelines

7. Student's Commitment

In addition to observing the policies and practices of MPA Skills, students should aim to:

- be punctual for all classes
- bring the required tools, equipment, safety equipment (including safety glasses) and stationery to class
- participate actively and positively in the teaching/learning environment, and maintain steady progress in their studies
- display responsible attitudes towards staff, fellow students and visitors to the Centre, and to treat MPA Skills property with respect
- display appropriate behaviour and language at all times
- contribute to the reputation and development of MPA Skills
- be aware of, understand and comply with the policies and procedures and expectation relating to students, especially relating to health and safety
- comply with workload expectations, and notify appropriate staff if difficulties are experienced
- honour the rules about cheating, plagiarism, fabrication or falsification of data

8. Attendance Information

Pre-Apprentice and Apprentice Students:

Standard training hours are 8:00am – 4:00pm on weekdays. Half an hour is set aside for a lunch break at midday.

If you cannot attend a class, you will need to contact Reception on 08 9471 6600 to enable Reception to advise your Trainer.

Your employer will be informed that you have not attended or are late to class; you may need to re-enrol for any units missed. If you are late you will need to sign your name off on the attendance sheet when you get to class.

Students should ensure they attend the first day of each block of training. If the first day is missed, it may impact on a student's level of understanding of the training to be undertaken in that block of training.

Advanced Training Students:

Standard training hours are 8:00am – 4:00pm on weekdays. Half an hour is set aside for a lunch break at midday. Many courses are also offered after hours and on weekends. You should discuss your attendance times with your trainer.

If you cannot attend a class, you will need to contact the Advanced Training Administration Officer on 08 9471 6600.

9. Punctuality

You are required to attend your classes at the required course times. As training at MPA Skills is viewed as training for employment, general lateness is not acceptable. In case of running late you should make every effort to contact MPA Skills.

10. Training Dates

You will receive your training dates for the year by post, once you are booked into the blocks of training you are unable to change it. Please speak to the Apprentice Training Services Officer for further enquires.

11. Change of Details

Pre-Apprentice and Apprentice Students:

If your personal details change e.g. address, phone number etc, you must see the Apprentice Training Services Officer. This is important for when we are posting out your results or course information.

Advanced Training Students:

If your personal details change e.g. address, phone number etc, you must see the Advanced Training Administration Officer. This is important for when we are posting out your results or course information.

12. Student Records

Pre-Apprentice and Apprentice Students:

If you require copies of your student records such as a Certificate of Competency, Statement of Attainment etc you should contact the Apprentice Training Services Officer.

Advanced Training Students:

If you require copies of your student records such as a Certificate of Competency, Statement of Attainment etc you should contact the Advanced Training Administration Officer.

13. Recognition of Prior Learning

If applicable, applications for Recognition of Prior Learning which includes credit transfers, exemptions and recognition of current competencies can be obtained from MPA Skills and may incur an additional assessment charge (Advanced Training courses only). Please contact the our office for further information.

14. Training Record Book (TRB) / Skills Tracker Journal (STJ)

Your Training Record Book / Skills Tracker Journal is very important as a record of your achievements during your pre-apprenticeship and apprenticeship and you must bring it to classes with you. Should you lose your TRB or STJ and require a new one to be created, you will incur an administration fee of \$150.

The TRB / STJ provides a method of conveying to the employer information about the skills that should be practiced on the job to compliment the off-the-job training. It is the role of both the RTO and the employer to work in collaboration to ensure that the apprentice receives training and assessment. Outcomes are recorded in the TRB / STJ and are a true record of the competencies achieved.

The TRB / STJ is your property and you will use the TRB / STJ to regularly discuss progress with both the employer/supervisor and the RTO, who sign the TRB as an accurate record that they are satisfied with the stated achievements. You must keep the TRB / STJ in your possession except where it is required by the RTO or employer for perusal or updating.

Employers of apprentices are required to verify that competencies have been successfully demonstrated at the workplace prior to the RTO issuing the qualification. This verification is indicated by completing and signing the TRB / STJ.

Should you change employers, keep the TRB / STJ in your possession to provide prospective employers with the evidence and descriptions of the competencies you have achieved and also to enable the new employer to sign off on future competencies.

Upon completion of all on-the-job and off-the-job training requirements relating to your apprenticeship, you should return the TRB / STJ to our office to enable us to record competencies and issue a Certificate and Statement of Attainment.

In relation to Skills Tracker, you must keep your STJ up to date and ensure you enter the relevant data on Skills Tracker on-line on a weekly basis. Your entries are monitored and falling behind may result in a formal warning being issued. Please note that if you do not have completed STJ and your entries are incomplete at the completion of your apprenticeship, you will not be signed off as competent.

15. Office Access

Students are not permitted in the staff room, in training rooms or the administration offices. For any queries, you should go to Reception.

16. Protocol

All Trainers and MPA Skills' staff will be addressed as Mr, Mrs, Ms, Miss and their surname, unless otherwise directed by the person concerned.

17. Safety and Injury Management

MPA Skills provides training facilities that help you learn in a safe manner, and we take all practicable and reasonable measures to ensure that no one is exposed to uncontrolled hazards while attending training.

The purpose of MPA Skills' Injury Management Policy is to ensure that MPA Skills is able to respond to an incident / accident as quickly and appropriately.

Procedures if you are hurt at work:

- Report accident/incident to MPA Skills immediately. All apprentices have a duty of care to report hazards or a situation which may constitute being a hazard or a potential hazard. Hazards should be reported to your trainer directly. Safety and health instructions given by MPA Skills must also be complied with.;
- Seek medical attention – attend at a Prime Health Clinic;

You need to:

- Wear and use protective clothing and equipment as directed,
- Notify your trainer if you become concerned for your safety or the safety of someone else,
- Report all accidents, no matter how minor, as soon as possible,
- Get any first aid or medical treatment necessary,
- Complete the required accident report form,
- Report all hazards and any 'near miss' accidents
- Remove jewellery and piercing, and.
- Ensure you do not use headphones, ipods or portable music devices during classes.

Pre-Apprentice Students

Pre-apprentices are covered for personal accident insurance by MPA Skills. MPA Skills personal accident policy schedule reads: "The insurance provided under this Policy shall only apply whilst an Insured person is engaged in a work experience or training / education program that is authorised and under the control of the Policyholder. The coverage shall also extend to include direct travel to and from the location of the work experience or training / education program."

MPA Skills does not cover workers' compensation insurance for pre-apprentices undertaking work experience. Should a pre-apprentice be injured whilst at training and be taken for medical treatment, the box indicating a Medicare claim should be ticked, not the box indicating a workers' compensation claim.

MPA Skills' public liability insurance confirmation of cover is available upon request.

18. Clothing and Protective Equipment

Appropriate personal protective equipment (PPE) must be worn at all times and a neat and tidy appearance is required (no board shorts or nylon).

This may include, but is not limited to:

- Safety footwear;
- Hearing protection;
- Safety glasses or safety goggles;
- Safety helmet;
- Respirator;
- Gloves;
- Specific clothing for specific tasks; and

- Skin protection.

If you are not wearing appropriate PPE, your Trainer will instruct you to leave training until the correct safety equipment is worn. It is the responsibility of the apprentice to look after all PPE issued to them.

Please note:

Work boots are to be worn at “all times” whilst on MPA Skills premises (including classroom attendance). Thongs, sandals etc are not acceptable.

Safety glasses are to be worn at “all times” whilst on MPA Skills premises during training but not including classroom attendance. Students are required to bring their safety glasses to training.

Important Note

Failure to adhere to the above requirements at MPA Skills may result in you being sent home to change.

There will be no payment by your employer as a result of time away due to the above.

19. Safe Work Practices and Housekeeping Guidelines

It is the responsibility of everybody to ensure a safe and tidy work area is maintained. Good housekeeping is the first principle of accident prevention.

All apprentices should clean up their work areas themselves or arrange for them to be cleaned up. Bad housekeeping can often result in injuries from slipping, tripping or falling.

The following guidelines should be adhered to by all apprentices:

- Return all tools to correct location after use;
- Clean up spillages as soon as they occur;
- Clean up debris and scrap materials by placing in bins;
- Place all food leftovers in bins;
- Walkways and access areas to be kept clear at all times;
- Unsafe working areas where hazards exist are to be identified, isolated if safe to do so and reported to your trainer immediately;
- Hazardous substances to be used in accordance with Material Safety Data Sheets (MSDS); and
- Tools to be used within accepted safe work practices and according to manufacturer's guidelines where required.

20. Hand Tools and Portable Power Tool Safety

The following guidelines in relation to hand tools and portable power tools should be adhered to:

- Use tools correctly for the purpose for which they are designed;
- Electric tools must be earthed at all times when in use (except double insulated tools);
- Tools to conform to Australian Standards and Occupational Safety and Health Regulations;
- Tools to be kept in a good state of repair;
- Portable electric tools must be inspected, tested and tagged by a licensed electrician in accordance with Occupational Safety and Health Regulations;
- Safety guard devices are not to be removed from any equipment; and

- Grinding and drilling tools produce airborne projectiles. Appropriate PPE is to be used, eg safety eyewear.

21. Fire & Emergency Procedures

Emergency Procedures are outlined on notices at each Fire Extinguisher and Hose Reel location and diagrams showing the location of evacuation points are displayed in classrooms and workshops.

22. Parking

Parking is provided, however, please leave bays marked 'Staff' and 'Visitors' clear. At times the Centre is extremely busy and we allow angled parking on the verge.

23. Rubbish

Bins are provided throughout facilities and yards for your use. Please dispose of rubbish thoughtfully and appreciate the facilities provided.

24. Vandalism

In the case of a deliberate act of vandalism to MPA Skills, its equipment or other student's belongings, dependent on the severity of the act, the guilty student's course enrolment may be cancelled by the CEO.

25. Tools

Practical

All students are required to bring their own general hand tools to workshops.

Practical Activities

MPA Skills does provide plant, equipment and an assortment of tools. Your Trainer will inform you of what tools you are required to bring.

26. Stationery

You are required to bring pens, calculators, rulers etc to all lessons.

27. Smoking

We provide a smoke-free environment in and around all of our buildings. Smoking is not permitted in classrooms, workshops or outside in the car parks or on the grass.

The *Occupational Safety and Health Act*, Section 19, states that an employer, shall so far as is practicable, provide and maintain a workplace in which employees are not exposed to hazards. MPA Skills does not permit smoking on their premises unless it is conducted only in the designated smoking area located at the front of 3 Foundry Street..

Please observe 'No Smoking' signs.

28. Alcohol and Drugs

No person affected by either alcohol or by other drugs, will be permitted to participate in training.

The effects in the workplace of drug and alcohol usage are a major concern to all as it jeopardizes safety. MPA Skills adopts a zero tolerance to apprentices presenting for training under the influence of drugs (other than prescription drugs) or alcohol. Any apprentice presenting in this condition can face immediate removal from class. Apprentices will only be allowed to return to training on the presentation (at the apprentice's expense) of a clear test result.

Apprentices may be required to undertake random alcohol and drug testing whilst attending training without notice or in the case of a serious incident. If this occurs, the apprentice will be collected from site by a Trainer or the Manager, Training & QA and taken to our Occupational

Health providers where testing can be undertaken. Testing will be at the expense of MPA Skills on these occasions.

If the apprentice refuses to accompany a Trainer or the Manager, Training & QA to enable testing to be undertaken they will be immediately withdrawn from class and will be required to undertake alcohol and drug testing at their own cost. A clear test result must be provided to MPA Skills before the apprentice is permitted to return to training.

A positive test result for alcohol or drugs may lead to immediate termination of training or, following further testing to assess the level of usage of alcohol or drugs, MPA Skills will assess the future training of the apprentice. Dependant on the result of this decision, conditions may be put in place relating to the future training of the apprentice. Conditions imposed may include close monitoring and supervision and ongoing random DAS requests.

If you are taking medication prescribed by a Medical Practitioner, you must advise your trainer in writing of:

- The nature of the medication and
- Any restrictions it may impose.

This information will be kept in the strictest confidence.

29. Discipline

We are committed to managing disciplinary matters fairly and consistently.

Under no circumstances will misconduct by apprentices be tolerated. MPA Skills will take appropriate disciplinary action to ensure that any misconduct is addressed and ceases immediately.

An independent observer will be present at all disciplinary meetings. The matter will be accurately recorded in writing and kept on the apprentice's personal file.

Formal warnings will be detailed in writing and a copy given to the apprentice on the date they are written. A second formal warning will include a separate letter notifying the apprentice that a third warning will be the final warning and may result in suspension or termination of the apprenticeship.

Disciplinary matters will be managed fairly by MPA Skills and its management team. If an apprentice feels they have been unfairly dealt with they may lodge a complaint with the Chief Executive Officer in accordance with the grievance resolution process.

30. MPA Skills has a three (3) strikes and you are out policy

We will attempt to resolve disciplinary matters informally before moving to formal procedures. If formal processes are required:

- You will receive written warnings for the first two offences, on the third offence you will be terminated
- After each warning you will have an opportunity to respond to the allegations, and
- If behaviour doesn't change, you will receive the third and final warning including your expulsion from the course.

All students need to be aware that they are responsible for their own behaviour. Unlawful behaviour will not be tolerated under any circumstances and if necessary will be referred to the relevant external authorities.

31. Grievances and Appeals

The grievance and appeals policy and procedure applies to all MPA Skills employees, students and persons who seek to enroll with MPA Skills.

MPA Skills approaches grievance resolution according to the following guiding principles:

- the resolution of grievances will be handled informally where possible;
- employee and student grievances will be addressed as close as possible to the source of student dissatisfaction;
- grievances will be resolved expeditiously and with the due regard for confidentiality;
- employees and students should feel secure in the knowledge that they will not suffer any form of disadvantage as result of making a complaint;
- employees and students will be treated equitably;
- effective, reciprocal communication and feedback will underpin the relationship between employer and students and MPA Skills; and
- grievances will be regarded as valuable input to the continuous improvement of programs, policies, procedures and services and monitored and acted upon accordingly.

All new staff shall be informed of the grievance and appeals policy and procedures as part of the induction process.

The grievance and appeals procedure is accessible and equitable to all employees, students and all complainants or respondents to ensure that grievances are dealt with at no cost to the employee / student, are given specific reasonable timelines for responses to each state of the process and are given timely resolution of their complaints.

All parties involved may be allowed a support person, to accompany and assist at any relevant meetings. However, MPA Skills will not be responsible for any payment for support persons requested independent of the organisation.

All records of complaints and appeals are treated as confidential.

Grievance Procedure:

First instance of a complaint or appeal:

1. In the first instance students / employees shall discuss the problem with the Trainer / Assessor / Manager.
2. The Trainer / Assessor / Manager will make a note of student's / employee's concerns and follow up appropriately.
3. Details of the problem and how it was addressed are recorded by the Trainer / Assessor / Manager in the Apprentice – Employer Contact Form / Note to File. The Form will be filed on the student / employee file.
4. If the complaint or appeal cannot be resolved informally students should lodge Complaint Form which can be downloaded from MPA Skills website..
5. The Complaint Form must be submitted to either the Manager, Training & QA / Grievance Officer.

Manager, Training & QA / Grievance Officer:

6. On receiving the complaint the Manager, Training & QA / Grievance Officer will ensure the complainant receives an acknowledgement of the complaint, in writing, that the grievance has been received and will be dealt with within 10 days of lodgment.
7. In relation to a complaint of bullying by one employee against another employee, the respondent to the complaint has no right to sight the allegations of bullying and the respondent shall be suspended on full pay until resolution of the complaint.

8. In relation to the student, the complainant should be informed that their enrolment is not at risk during the complaints and appeal process. MPA Skills must maintain the student's enrolment throughout the complaints and appeals process and will not victimise or discriminate against any complainant or respondent.
9. In relation to the student, if the complainant chooses not to remain in class, the consequences of their absence to their class progress must be explained to the student by the Trainer / Assessor.
10. On receiving a Complaint Form detailing a grievance, the Manager, Training & QA / Grievance Officer will identify the cause of the grievance and determine the appropriate course of action to satisfy the complainant's grievance.
11. If requested by the complainant the Manager, Training & QA / Grievance Officer will provide an appropriate time for the complainant to present their complaint personally at no cost to the student and each party may be accompanied and assisted by a support person at any relevant meetings.
12. The Manager, Training & QA / Grievance Officer will complete the Complaint Form recording the proposed solution and advise the complainant of the proposed solution.
13. The advice to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution to the Chief Executive Officer.
14. The completed Complaint Form shall be filed on the complainant's file.
15. If requested, the Manager, Training & QA / Grievance Officer will provide a full explanation and reasons in writing for the decisions and actions taken as part of the procedure.
16. The Manager, Training & QA / Grievance Officer will ensure the Complaint is registered in the Complaint Register on QAMPAS.
17. In the event of the complainant reporting that they are dissatisfied with the proposed solution, the Manager, Training & QA / Grievance Officer shall advise the complainant that within 10 days the Chief Executive Officer shall be informed of the nature of the complaint and seek possible further resolution.

Chief Executive Officer:

18. On receiving the complaint form detailing the grievance that has not been resolved by the Manager, Training & QA / Grievance Officer, the Chief Executive Officer shall review the nature of the complaint and cause of the grievance and the appropriate cause of action to satisfy the complainant's grievance and if requested by the complainant provide an appropriate time for the student to present their complaint resolution.
19. The Chief Executive Officer shall complete the Appeals Form in the appropriate section recording the reviewed solution and advise the complainant of the proposed solution and provide a copy of the Appeals Form.
20. The Chief Executive Officer shall give reasons and a full explanation to be noted in the appropriate section of the Appeals Form.
21. The original of the completed Appeals Form shall be filed on the complainant's file.
22. The student / employee file will be archived pursuant to the Archiving Policy and Guidelines and the complainant will be given appropriate access to these documents.
23. In the event of the complainant reporting that they are dissatisfied with the reviewed proposed solution, the Chief Executive Officer shall advise the complainant that within 10 days an independent adjudicator will be informed of the nature of the complaint in writing and seek possible further resolution.
24. The selection of an independent adjudicator shall be managed by the Manager, Training & QA or the QA & Education Manager and shall be by mutual agreement with the complainant. The complainant should also be advised that they are entitled to attend the independent adjudicator meeting with a preferred support person.
25. All independent adjudicator outcomes will be reported by the Manager, Training & QA or the QA & Education Manager / Grievance Officer to the Chief Executive Officer and the MPA Skills Management Meeting and documented within the minutes and filed for future reference.
26. All independent adjudicator outcomes will be communicated to the complainant in a timely and prompt manner.

Results and Decisions on Complaints and Appeals:

27. Appeal decisions granted in favor of the student should be implemented by the Manager, Training & QA as soon as practicable.
28. If internal or any external complaint handling results in a decision that supports the student, MPA Skills must immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.
29. MPA Skills will then modify its policies and procedures as required by lodging a Continuous Improvement Log on QAMPAS. The student will be notified of this follow-up corrective action.

32. Cultural Diversity

MPA Skills is a culturally diverse community. Cultural diversity enriches all aspects of academic and social life, and encourages approaches to teaching and learning that are both innovative and relevant to an increasingly global academic environment.

This policy sets out MPA Skills commitment to an institutional culture in which all students and staff share an appreciation of cultural diversity in outlook, values and understanding. It sets out the policies that guide us and, most importantly, offers practical information and ideas for how we can all participate in and contribute to an active appreciation of our diversity.

Shared Responsibility

This policy acknowledges that all people, regardless of their backgrounds have the same civil rights and obligations. This includes the responsibility to accept the rights of others to express their views and values. In recognizing cultural diversity MPA Skills accepts that all people living in Australia should have a unifying commitment to Australia and the basic structures and principles of Australian society.

Respect

Tolerance and mutual respect in the community can be fostered through good civic leadership. MPA Skills will demonstrate through its planning, decisions and services that differences are valued.

Teaching and learning

MPA Skills values and supports the enrichment of teaching and learning which flows from the culturally diverse community of students and staff.

MPA Skills provides a teaching and learning environment that values cultural diversity, fosters mutual respect and is responsive to diverse needs.

33. Access and Equity Policy

MPA Skills is committed to identifying and responding to any issues under the provisions of equal opportunity and anti-discrimination legislation by incorporating provisions of this policy into all elements of business and operations undertaken by MPA Skills. This policy determines the provisions which integrate equal opportunity and anti-discrimination statutes into its processes, practices and business decisions.

To achieve this MPA Skills will maintain systems relating to equity whereby access to employment, transfer, training, assessment and conditions of employment will be based on merit in accordance with Equal Opportunity legislation.

MPA Skills is committed to access and equity in the provision of vocational education and training and recognises its obligations under a range of Federal and State legislation.

Access and equity in vocational education and training applies to existing and potential clients of MPA Skills. This could include people from established equity target groups, disadvantaged groups or any people who are experiencing difficulty in successfully participating and achieving.

Access means making it possible for a diversity of people to gain entry to current and future programs. This would include, but not be limited to, specified equity target groups.

Equity means:

- Removing barriers that prevent successful outcomes for students.
- Implementing procedures that support successful outcomes for all students.
- Creating an environment which is fair, non-discriminatory and harassment free.
- Creating an engaging learning environment that provides inclusive and relevant educational experiences and assists in the development of a more competitive, skilled and diverse workforce.
- Developing a culture where everyone is committed to these processes.

MPA Skills will ensure that programs, services and environments are accessible and equitable.

MPA Skills is committed to and will endeavour to recognise and support the diversity of skills and potential, the needs of the current client base and the wider community.

Equal Opportunity Policy and Affirmative Action Plan

MPA Skills is built upon teamwork and equal opportunity and is committed to develop and implement a program of non-discrimination and affirmative action. MPA Skills subscribes to the principles of an equal opportunity employer and will recruit, interview, hire, classify, select for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, termination, enrol in training courses and events, and offer enrolment without regard to race, religion, creed, colour, national origin, physical disability, sex, age or relationship status.

It is the responsibility of management of MPA Skills to practice fair employment and enrolment to everybody at all times in his or her respective area of business. Any violations of the Access and Equity Policy by anyone must be reported immediately to Senior Management. Further, all staff members including trainers and consultants will be responsible for maintaining an environment, work or otherwise, that is free of racial or sexual overtones.

MPA Skills will cooperate with Federal, State and Local Government bodies that have the responsibility to observe our actual compliance with various laws relating to employment and enrolment in training courses.

33.1 Equal Opportunity Legislation

MPA Skills has divided the Equal Opportunity legislation into two main areas:

- Anti discrimination legislation, which prohibits the denial of employment and training and its benefits, based on certain grounds. Sexual harassment is considered a form of discrimination.
- Affirmative action legislation which attempts to prevent discrimination from occurring by identifying and eliminating barriers facing women and other minority groups in employment and training.

(a) **Discrimination:**

Discrimination is any practice that makes distinction between individuals or groups so as to arbitrarily advantage one and disadvantage another. Discrimination occurs when somebody is treated less favourably on the grounds of the following attributes:

- Sex
- Imputed characteristics (stereotypes)
- Parental status
- Lawful sexual activities
- Marital status
- Race
- Age
- Impairment (physical or intellectual)
- Religion
- Political belief or activity
- Pregnancy or breastfeeding.

Discrimination may involve:

- Offensive jokes or comments about a person's racial or ethnic background, sex, sexual preference, age, disability or physical appearance.
- Display of pictures, cartoons or posters that may be offensive or derogatory.
- Expressing negative stereotypes for a particular group.
- Judging someone on their religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision making about someone's career.
- Undermining a person's authority or work performance because you dislike one of their personal characteristics.

(b) **Sexual Harassment, Victimization and Bullying**

Sexual harassment is defined as an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.

Sexual harassment occurs when a person makes an unwelcome sexual advance on or an unwelcome request for sexual favours to another person, or engages in any other unwelcome conduct of a sexual nature in relation to another person.

It has nothing to do with mutual attraction or private, consenting friendships whether sexual or otherwise.

Some examples of sexual harassment include:

- Persistent, unwelcome demands or even subtle pressures for sexual favours or outings;
- Leering, patting, pinching, touching or unnecessary familiarity;
- Offensive comments on physical appearance, dress or private life; and
- The public display of pornography (especially when it is directed at particular individuals) ranging from material that might be considered mildly erotic through to material that is sexually explicit.

MPA Skills recognises that comments and behaviour which do not offend one person can offend another. Management accepts that individuals may react differently and expect the right to be generally respected.

Racial harassment may be defined as any hostile or offensive act or expression by a person of one racial or ethnic origin against a person of another, or incitement to commit

such an act. Such behaviour includes derogatory name-calling, insults and racist jokes, racist graffiti, verbal abuse and threats, physical acts, ranging from gestures to touch, and ridicule of an individual for cultural or linguistic differences. Racial harassment occurs when any such behaviour creates an intimidating, hostile or offensive environment for employment, for study or for social life. Differences of attitude or culture and the misinterpretation of social signals can mean that what is perceived as racial harassment by one person may not seem so to another.

Bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. It can include, but is not limited to, behaviour such as:

- Picking on people and criticising them in front of others;
- Punishing people by refusing to delegate responsibilities to them which they are competent to fulfil;
- Unfounded criticism of the performance of work tasks;
- Shouting at people to get things done;
- Deliberately changing work duties to victimise particular employees;
- Verbal abuse;
- Initiation practices;
- Sabotaging someone's work;
- Ridiculing someone's opinion.

Bullying is not an acceptable part of our culture. Furthermore, bullying is a significant occupational safety and health consideration, if it occurs in the workplace or a working environment, as it can cause harm to a person's health and well being, both physical and psychological.

Bullying does not cover situations where an employee / student has a grievance about legitimate and reasonable:

- Performance management processes;
- Disciplinary action;
- Allocation of work in compliance with systems.

Personal harassment – other forms of harassment can equally cause misery. Such harassment may include:

- Insults or bullying based on personal circumstances, appearance, sexual orientation, disability;
- Teasing and pranks about age, cultural differences, disability.
- Hostility based on religious and cultural denomination, age, disability.
- Using a person's known ill-health or disability to de-skill, de-power or demoralise them.

All staff and students are expected to take reasonable and appropriate steps to eliminate harassment.

If an issue arises please speak to your trainer or the Manager, Training & QA. Where necessary, harassment issues may be referred to an external authority such as the police or Equal Opportunity Commission.

33.2 Wheelchair access

MPA Skills has wheelchair access via the entry to:

- (a) the Reception area of the Administration Office,
- (b) the Skill Centre – upper level via the double glass doors;
- (c) the Painting Workshop via the double glass doors;
- (d) a movable ramp allows ease of entry to (a) and (b) above.

33.3 Disabled Toilet:

MPA Skills has a disabled toilet located in the Painting Workshop, Lower Level, 108 Caledonian Avenue, Maylands.

33.4 Legislation

Australian Human Rights Commission Act 1986
Disability Discrimination Act 1992 (Commonwealth)
Equal Opportunity Act 1984 (Western Australian)
Disability Services Act 1993 (Western Australian)
Racial Discrimination Act 1975 (Commonwealth)
Sex Discrimination Act 1984 (Commonwealth)
Age Discrimination Act 2004
The Fair Work Act 2009
Worksafe – Occupational Health and Safety – Code of Practice
Occupational Safety and Health Act 1984
Occupational Safety and Health Regulations 1996

What happens if you have been discriminated against?

If you feel that you have been discriminated against you should:

- Talk to your supervisor or the EEO Officer; they will tell you what your options are; or
- Use MPA Skill's grievance and appeal process to make a formal complaint.

Any complaint will be dealt with seriously and sympathetically. Confidentiality will be respected at all times.

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other employees are also not subjected to the same discriminatory treatment. All reasonable attempts to resolve the matter satisfactorily will be made in-house.

If you are not satisfied with the manner in which your complaint was dealt with by the company, you have the right to take it to an external agency, such as the Equal Opportunity Commission, Employee Assistance Program, or your union.

Equal Opportunity Commission

Country Callers: 1800 198 149
Phone: (08) 9216 3900
E-mail: eoc@eoc.wa.gov.au

34. Language, Literacy and Numeracy

In order to meet client needs, MPA Skills has adopted a Language, Literacy and Numeracy (LLN) Policy. A basic LLN screen using the Australian Core Skills Framework ("ACSF") will be offered to all students at enrolment into a qualification or course, for the purpose of identifying special learning needs. A student should indicate at enrolment if he/she has a learning difficulty or disability.

The ACSF describes levels of performance in the 5 core skills of: Learning, reading, writing, oral communication and numeracy. The ACSF provides a consistent national approach to the identification of the core skills requirements in diverse personal, community, work and training contexts and a common reference point for describing and discussing performance in the 5 core skill areas.

This LLN Policy enables MPA Skills to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to

the methods of learning delivery and/or the assessment process can be made, so the student is supported and has a reasonable chance of success in their training.

LLN support

Persons undertaking training are offered to participate in LLN screening process at the time of enrolment.

Following this assessment, MPA Skills trainers will work together to ensure that the learner has the opportunity to acquire the necessary LLN skills.

It is the responsibility of the trainer to ensure that they are conscious of individual learning needs of the learner and will adapt their delivery method and/or assessment process to suit the needs of their learners. Additional assistance will be provided by the trainer where necessary to assist learners in successfully completing their course.

Methods used to identify LLN needs

The methods used by MPA Skills to identify LLN needs of students are as follows:

1. Screening using the ACSF.
2. Discussion with the student about prior education and experience.
3. Records of previous skills, education and training.
4. Combination of above.

Conducting Assessments

- The initial ACSF screen is to be conducted at the time of enrolment.
- ACSF is to be used in the case of all students undertaking a National Recognised qualification under the Australia Quality Training Framework.
- If the initial screen identifies any concerns that the trainer / assessor believes would impact on the student in completing their apprenticeship and that the trainer / assessor is unable to make reasonable adjustment for a further assessment of LLN will be required which will be conducted by the LLN Specialist.

Modification of delivery and assessment strategies for students with LLN needs:

If it is identified that the student requires additional support that can be carried out by the staff at MPA Skills then the following process is to be followed:

- The student will be advised that there may be a concern over an area that may prevent them from effectively completing their course.
- The trainer is to consult with the student on a more suitable mode of training delivery and/or assessment process.
- The trainer is to identify the material to be adapted and make the necessary changes.
- Specifically, methods may include but are not limited to:
 - Employing more demonstration activities.
 - Offering additional assistance on an individual basis.
 - Providing more visual / diagrammatic learning material.
 - Using verbal rather than written questioning for assessment.
 - The LLN Specialist will provide specialist assistance to the trainer.

Referring Students with LLN needs:

If it is identified that the student requires additional support that cannot be carried out by the staff at MPA Skills then the following process is to be followed:

- The student will be advised that there may be a concern over an area that may prevent them from effectively completing their course.
- The student is to be offered support through the LLN Specialist who will contact the LLN services at the Department of Training and Workforce Development to discuss procedures and any potential changes to current policy.
- The student is to be advised of the process and options that can be followed.
- The trainer will be responsible for carrying out this process, including conducting assessments, seeking input, providing support to the student and helping complete relevant paperwork.

35. Use of Mobile Phones Policy

Mobile phones **must** be turned off during class and practical sessions. You are only permitted to receive and make calls during your breaks.

Breaches will be treated as a disciplinary issue and your trainer may confiscate your phone until the end of the day.

36. Records – Privacy

MPA Skills is bound by the National Privacy Principles of the *Privacy Amendment (Private Sector) Act 2000* and is committed to safeguarding personal information it may hold at any time in respect of any individual, in accordance with the requirements of these Principles.

Any personal information that we do collect, we keep strictly confidential and it can only be accessed by authorised staff within MPA Skills. MPA Skills keeps, maintains and uses personal information in accordance with the 10 National Privacy Principles contained in the *Privacy Act*.

We are required to keep certain information about your training for quality and audit purposes. These include enrolment and payment, assessment and certificates issued. This information may be kept on an individual student's file (apprentices and trainees only) or together on a class group file. You may request to access your personal information by submitting a request form.

37. Additional Services

MPA Skills is able to provide or facilitate the provision of a number of support services including:

- Assessment for language, literacy and numeracy,
- Support from external agencies such as counselling and mentoring, and
- Welfare and Guidance services.

If you have any queries or wish to discuss special needs, see your trainer or the Manager, Training & QA.

38. Employability Skills Summary

Please note that students issued with a training package qualification can download Employability Skills Summaries for Training Package Qualifications from the following website: <http://employabilityskills.training.com.au>.

39. Fees and Charges Policy

Pre-Apprentices and Apprentices – Publicly Funded Students

Fees and charges are managed in accordance with the VET Fees and Charges Policy 2012 published by the Department of Training & Workforce Development.

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived. (Vocational Education and Training Act 1996, Western Australia.)

Course fees

The course fee is charged with a concession rate available.

Students pay a maximum of \$606 a semester or \$1,212 per year.

Concession students pay a maximum of \$303 a semester or \$606 per year.

A course fee is the sum of fees for all units that a student enrolls in. Students pay one of four fees per unit (Band 1, Band 2, Band 3, or Band 4) based on the number of hours assigned to each unit, as set out in the course outline defined in the State Training and Recognition System (STARS) – refer to table below.

CATEGORY OF ENROLMENT	UNIT FEE FOR TRAINING	SEMESTER MAX FOR TRAINING
Category A (Vocational) Courses		
Non-Concession Student		\$606.00
Band 1: Units between 1 and 14 hours	\$16.00	
Band 2: Units between 15 and 24 hours	\$34.00	
Band 3: Units between 25 and 50 hours	\$66.00	
Band 4: Units with 51 hours or more	\$128.00	
Concession Student		\$303.00
Band 1: Units between 1 and 14 hours	\$8.00	
Band 2: Units between 15 and 24 hours	\$17.00	
Band 3: Units between 25 and 50 hours	\$33.00	
Band 4: Units with 51 hours or more	\$64.00	
Category B (Access and Bridging) Courses		
Flat fee of \$25 per semester		\$25.00

Resource Fees

The resource fee covers materials purchased by MPA Skills to be consumed or transformed by students in the course of instruction. The resource fee also covers internet charges and other services utilised by the students in the course of instruction.

Any equipment that will be retained by the student as his or her own personal property must be purchased separately by the student.

Resource fees can vary from \$75 to \$300 according to the course a student is enrolled in.

Payment Options

On enrolment, students will take up one of the following payment options:

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer/third party to invoice that employer/third party for the student’s fees and charges;
- c) make application on the grounds of financial hardship to pay by instalments and pay a deposit to a minimum of \$100;

- d) make application on the grounds of severe financial hardship for fees and charges to be waived; or
- e) for students who have fallen behind in their instalments during the previous semester, MPA Skills may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If this can be arranged, the student may be enrolled.

Students who fail to take up one of the above options, may have their enrolment cancelled.

Fees for specific Student Groups / Courses / Qualifications

Concessions:

If a concession is to be applied (refer below), this relates to the date of enrolment. If a concession in categories (a) to (e) below is to be applied, this relates to the date of enrolment. A student is considered to be concessional for a semester should any concessional enrolment exist within that semester.

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons who are inmates of a custodial institution.
- e) Persons who have reached the age of 15 but who have not reached 18 years of age, and who are not due to reach 18 years of age in the calendar year for which they enrol (that is, for study in 2012, year of birth must be 1995, 1996 or 1997).

Proof of eligibility for concessions must be shown at the time of enrolment.

Unemployed Persons:

Students enrolling in a vocational course who are unemployed are exempt from the course fee. The exemption only applies for:

- One semester if the course is completed within that semester; or
- A maximum of two semesters for the same course

Proof of eligibility for the unemployed exemption must be shown at the time of enrolment.

Financial Hardship:

In cases of financial hardship, students must be given a minimum of eight weeks from the commencement of a semester to finalise payment, which may include payment by instalments.

In cases of severe financial hardship, accountable officers may waive all fees and charges. Details of the students enrolment and grounds for waiving of fees and charges must be retained for audit purposes.

MPA Skills reserves the right to initiate debt collection activities when required.

Refunds

Students must be advised that written advice of withdrawal is necessary to ensure they are eligible for refunds.

Requests for refunds must be lodged within two weeks of the official withdrawal date.

Students who withdraw are entitled to a full refund of fees and charges where:

- 1.1. a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- 1.2. a student is not given a place due to maximum number of places being reached; or
- 1.3. a student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

The Financial Controller in liaison with the CEO can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to or within four weeks of commencing their unit or their program of study or before 25% of delivery has been concluded (whichever is sooner) will be eligible for a full refund of their course fee and 50% of the resource fee paid.

The Financial Controller in liaison with the CEO can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- 1.1. serious illness resulting in extended absence from classes;
- 1.2. injury or disability that prevents the student from completing their program of study; or
- 1.3. other exceptional reasons at the discretion of the CEO.

In all cases, relevant documentary evidence (for example, a medical certificate) is required.

Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25 re-marking charge is to be refunded.

The charge of reporting on assessments is not refundable.

Incidental Charges

Incidental charges, maximum fees:

- Late entry to assessments \$25
- Special deferred assessment – each unit \$25
- Assessment only, and assessment held in normal assessment period – each unit \$20
- Assessment only, and assessment not held in the normal assessment period – each unit:
 - Setting of paper by assessor (shared equally between candidates) \$150
 - Marking of paper by assessor (each candidate) \$10
 - Supervision of assessment (each candidate) \$50
 - RTO administration costs (each candidate) \$50
 - Assessment administration costs (each candidate) \$50
- Re-marking of assessment – each unit \$25

- Report on assessment – each unit \$25
- Replacement of award/qualification/academic record \$50
- Re-issue of academic statement
- Results on computer network \$20
- Results on microfiche \$30
- Re-issue of non-current enrolment form \$20
- Remote assessment supervision \$50

Advanced Training – Fee for Service

Students working in the Building and Construction Industry may be eligible for a subsidy by the Construction Training Fund (CTF). This subsidy will apply to the total course fee and reduce the course fee payable by the subsidised amount.

Students may also be eligible for a Master Plumbers & Gasfitters Association of Western Australia or Master Painters Australia WA Association members' discount on training courses.

Students will receive an invoice 3 weeks prior to the commencement date of the course and will have 14 days from invoice date to pay. If payment is not made within 14 days a student's enrolment may be cancelled and their place given to another student. If a student has not notified the Advanced Training Administration Officer of their intention to cancel their enrolment 14 days prior to the scheduled course date, a late cancellation fee of \$150 will apply.

MPA Skills reserves the right to initiate debt collection activities when required.

Refunds

Refunds will be made if **written** advice is received a minimum of 14 days prior to the course commencement date. It is regrettable that no refund can be made for cancellations received less than 14 days prior to course commencement or for failure to attend the course. Should you be unable to attend, a substitute participant is welcome at no extra charge. Other refunds may be applicable under special circumstances at the discretion of the Chief Executive Officer.

Students are entitled to a full refund of fees and charges where a student has commenced a course or unit of competency and an assessment of unreasonable adjustment has been determined.

Re-issuing of Certificates of Completion or Statement of Attainments

A \$30 fee is applicable to a request for the re-issue of a Certificate of Completion or Statement of Attainment.

Requests for a replacement / the re-issue of a certification documentation are required to be in writing providing an explanation of what happened to the original certification.

Re-sit Fees:

A fee of \$200 is applicable to a re-sit assessment following an unsuccessful second attempt and a re-sit.