



Student Handbook
(Domestic)

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Welcome to Matrix Training (MT)

MT would like to extend our warmest welcome to you. We trust that you will enjoy your stay with our institute. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly MT staff members.

How do I contact MT?

MT's address is:

Matrix Training,

Head Office: 121 Roulston Way, Wallan VIC 3756, Australia

Victoria Delivery Location: 42 Bentinck St, Wallan VIC 3756, Australia

NSW Delivery Location: 23 Moama St, Mathoura NSW 2710, Australia

For other states / territories, contact us. Our email address is: info@matrixtraining.edu.au

Courses Provided by MT

Check the link for updated information on the MT courses: matrixtraining.edu.au

Selection and enrolment

MT accepts applications from all students who meet the admission requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later.

If you are applying for the course, you must satisfy the admission requirements.

If you are applying for Credit Transfer you should indicate this on your enrolment and supply copies of your transcripts, so we can assess your application for Credit. See the section on Credit Transfer in this Handbook.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

MT does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2 of SRTOs or
- a learner will obtain an employment outcome where this is outside the control of the RTO.

To be assisted in identifying any special learning needs and support, student must undertake LLND Test prior to course commencement/at the time of orientation and support will be provided as mentioned in the LLND policy and procedures (please refer to MT website).

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either: Provide us with your USI, or provide us with permission to access or create your USI on your behalf.

Reduction/change of Course duration due of Credit Transfer or RPL

If Credit Transfer or RPL is granted after the acceptance of a place in a course or on commencement of studies, it may affect the duration of studies.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

MT has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact our office before commencement of training or your trainer/assessor after commencement of training and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. This will also be analysed by MT staff during Pre-Enrolment Review.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Credit Transfer

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

MT can grant you credit transfer towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer Application may be returned to you if you don't provide the required information.

In some cases, Credit transfer may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

Orientation Program

Before commencement of the course there will be an orientation session in which you will be informed about the Institute, its facilities, meeting coordinators and teachers, and asking questions about your course.

It is important that you attend the Orientation as many things are covered in this session.

- Welcome by the CEO and the management
- Presented with an orientation pack
- Required to update the personal details and other student information
- Informed of the requirements of MT
- English language and study assistance programs

- Any relevant legal services
- Emergency and health services
- Refund policy discussed
- Credit transfer & RPL process discussed
- Complaints and appeals processes
- MT's facilities and resources
- Introduced to the classroom teachers and students
- Informed of attendance and course progress requirements
- Assisted with banking details
- Issued with a student card if required

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation obligation, so provide the updated information to MT. It is important to inform the MT of any change to your address. Please ensure if your personal details have changed that you also notify MT by emailing within 7 days.

What Services are available to me @ MT?

Administration

During Orientation, the team @ MT will inform you about all the institute's services and facilities. If you are not sure about where to go or who to ask about anything, ask the staff member that is available to you and the person there will help you.

Services at the MT Desk

- First point of contact for students' administrative services and visitors
- Submit forms, if in hard form. Online submission is recommended
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support in regards to filling forms
- Obtain a new or replacement Student Card if required
- Enquire about other student support services
- Counselling Service
- Have documents printed or photocopied for students/staff
- Check if lost property has been handed in
- Handing brochures of relevant course requested on enquiry

Student Support Services

From orientation information, to social programs referral, personal support and referrals to other services, MT supports the students to succeed throughout the student lifecycle and Student Support Officer (SSO), Training Coordinator, the Administration, teaching staff and administrative staff member of MT are available to provide the support services.

MT services remain open and available during the COVID-19 outbreak, but prefer the contact through phone and online. Student can contact us on official number or email. If they need a face-to-face appointment, they can use the same information.

We are listing down the supporting documentation according to the Student Support Services for reference.

- Pre-Enrolment information and support
 - Student Handbook
 - Website
- Information about future careers and pathways to further study
- Needs identification and orientation
 - Policies and procedures
 - Orientation session PowerPoint slides
- Student safety
 - WHS/OHS policy and procedure
 - COVID related information
- Equity and diversity
- Facilities and equipment

- Disability support
- Counselling and welfare services
 - external services
- Health services
- Financial support
 - Internal services
 - External services
 - Consumer Affairs
 - Australian Taxation Office
- Admin support
 - Changing classes (Request form)
 - Update contact details
 - Fees payment
 - MT has also introduced online learning to help and keep the students safe in the period of COVID-19.
 - Certification / SOA
- Academic / Learning support
 - Learning according to needs
 - Studying and homework
 - Library resources
 - English language problems and support referral
 - Course progress support
 - “One-on-one” mentoring
 - Academic support classes if required
- Ongoing communication
 - Students receive regular information from us throughout their studies including:
 - Emails highlighting important information and activities
 - News events, important notifications and alerts
 - Social media presence on Facebook
 - Noticeboards are located outside classes and in campuses
- Complaints and appeals
- Student Support Officer
- Students requiring special or intensive assistance must contact the RTO Manager who may refer them to external support services if required

Your Student File

Student files are stored in a secure, lockable area to prevent unauthorised access, destruction, alteration, or removal. Student information is strictly confidential, and all personal details should be handled with the utmost care. Each student has a right of access to their academic record.

Facilities

MT provides:

- Accessible delivery locations
- Modern, air-conditioned classrooms with a bright and pleasant atmosphere,
- Comfortable furniture,
- Up to date facilities, including multimedia projector
- Fast internet
- Computers / Laptops
- Student kitchen with microwave, refrigerator and coffee machine
- Training equipment and tools including suitable vehicles

Computers use guidelines

There are strict guidelines to follow for use of computer:

- No food or drink permitted at any time around computers.
- Unauthorised software applications or downloads are not permitted.

- Tampering with the computer systems (i.e. changing settings or removing keyboards.) is not permitted. Students are to purchase their own disks and any other materials.
- At the end of class, leave your working area clean and tidy.
- Use of laptop computers is always under staff supervision.

MT provides high speed Internet access. Students may bring their own laptop computers for use in classes. They should contact the Administration for a password.

Resource Availability

MT will provide reference books and related material to assist students in their studies. We are always extending and updating our digital library from which students may borrow for a short time.

Code of Practice

This Code of Practice requires MT to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

MT will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality. Provide for staff and students to be able to access their own records.

Course delivery

MT will:

- Arrange delivery locations according to the students' location / states / territories.
- Provide an orientation program containing information about the course outline, program of study, availability of learning resources and number of theory & practicals in relevant qualification(s), prior to course commencement.
- Ensure that a current copy of the course outline is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Staff

- MT employs skilled trainers and assessors. This means trainers and assessors have:
 - Vocational competencies at least to the level being delivered and assessed.
 - Current industry skills directly relevant to the courses they deliver.
 - Current knowledge and skills in vocational training and learning that informs their training and assessment.
- In accordance with SRTOs 2015, all trainers/assessors delivering hold either:
 - TAE40116 Certificate IV in Training and Assessment or its successor or
 - TAE40110 Certificate IV in Training and Assessment plus the following units:
 - TAELLN411 (or its successor) or TAELLN401A, and
 - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B or
 - a diploma or higher level qualification in adult education.

Training environment

MT will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Further information on relevant legislation can be found at the following websites.

WH&S <https://www.safeworkaustralia.gov.au>

Privacy <https://www.oaic.gov.au/>

ASQA <http://www.asqa.gov.au>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Training Coordinator if you require further information.

Maintaining your Enrolment and Course Progress

You must meet course progress requirements to satisfy the conditions of your enrolment. These course progress requirements will be clearly explained to you during the orientation program.

You are required to complete your studies within the expected duration of the course. This means you must meet course progress requirements and maintain satisfactory course progress.

MT will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support. MT uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements.

In case you are not satisfied with the decisions or training, you may appeal MT decision. However, an appeal will only be considered if MT's Trainer has not marked correctly, has not provided appropriate support as set out in the support policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where MT is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional units in future sessions to complete your course in the expected duration.

Attendance

Course progress is directly linked with the attendance therefore, as well as meeting course progress requirements, you must also meet attendance requirements. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Your compassionate or compelling circumstances i.e. those beyond your control and which have an impact on your course progress or wellbeing will be considered in such cases.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email / phone / feedback form.

Access to your records

You may access or obtain a copy of the records that MT holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the RTO Manager outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that MT holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying changes

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, MT will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form within 7 days of any change occurring.

Issuance of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid.

MT reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where MT is not permitted to do so by law.

MT must have a valid USI on file for the student for a qualification or Statement to be issued.

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years.

Further details can be found in Appendices given in this document:

- Deferral, suspension and cancellation policy – Appendix 1
- Complaint and Appeals Policy – Appendix 2
- Fees, Charges and Refunds Policy – Appendix 3
- Course Progress Policy – Appendix 4
- Critical Incident Policy – Appendix 5
- Student Misconduct Policy – Appendix 6
- Student Support Policy – Appendix 7
- Privacy Policy – Appendix 8
- Access and Equity Policy – Appendix 9

General Information

Contact Details

The Institute will require your current contact details. If you have plans to change any contact details, you must inform MT in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the Institute.

Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must always wear shoes. Thongs are not permitted.

Mobile Phones

Mobile phones are always to be turned off in classrooms. Mobiles may be used in the common areas and during breaks.

Printing

MT provides limited printing facilities for students *free* of cost.

Valuables

Please be very careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards.
- MT does not accept responsibility for any lost or stolen item.

Smoking

Smoking is not permitted in public places, including shopping centres, cinemas, restaurants, and airports. MT also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Water Restrictions

Melbourne is currently experiencing no water restrictions but it doesn't mean that water should be wasted. Please do not leave the taps running while using water.

Keeping up-to-date

Check our website regularly and keep checking your emails and follow the websites mentioned below and respective social media pages for regular updates.

- The Department of Health and Aged Care delivers information, policies, programs and services that support and enhance the health and wellbeing of Australians, particularly regarding COVID-19 these days.
<https://www.health.gov.au/health-alerts/covid-19>
- The Department of Education and the Department of Employment and Workplace Relations offers learning and development support and services.
<https://www.dese.gov.au>

Student code of conduct

Student Responsibilities

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive environment at the Institute for all students and staff. The Student Code of Conduct applies to all students of the Institute, across all courses and modes of delivery.

All students have a responsibility to:

- Treat other students and Institute staff with respect and fairness
- Follow any reasonable direction from a member of Institute staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).

- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Institute or another student's property
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes and institute activities and do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Institute staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the Institute that pertain to them.
- Pay all fees, charges and levied by the Institute within the required timeframe.
- Keep a copy of all the receipts of payments (Tuition Fees and Non-Tuition Fees) made to the institute during time with the MT.
- Follow COVID protocol(s) as per State and Federal laws/restrictions in place, if any.

Student Rights

All students have the right to:

- Be treated fairly and with respect by Institute staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment to pursue their goals;
- Access counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimisation;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Course expectations and requirements

The training and assessment offered by MT focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of delivery as per the sessions plan and the trainer's discretion and amount of theory and practicals will be decided by the trainer and MT management as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations will be delivered as per the sessions plan and the trainer's discretion and amount of theory and practicals will be decided by the trainer and MT management.

Attendance requirements

It is an expectation that you attend every scheduled class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for genuine reason.

Assessment arrangements

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements including evidence required for your practical assessment.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing, if this occurs, you will be asked to re-submit the work.

Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to pay re-assessment charges and after that MT will allow you to submit assessment.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to sudden\accidental disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally
- Sick or have medical condition, due date extension may be provided
- LLND Support

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs. You may refer to Access and Equity Policy (Appendix 9).

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals policy (Appendix-2) in this handbook for information.

Student plagiarism, cheating and collusion

MT has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Please refer to Student Misconduct Policy (Appendix 6).

Support services

MT is aware that some student may exhibit learning difficulties or may have lower level of Language, literacy, numeracy and digital literacy skills.

To assist in identifying any special learning needs and support, student must undertake LLND Test prior to course commencement or at the time of orientation and support will be provided as mentioned in the LLND policy (please refer to MT website). LLND Test Tool is used to assess LLND related support for students. After the assessment is completed, trainers, assessors and RTO support staff are required to see ACSF and DLSF profiles for the student and prepare individualised support if the student require additional LLND support.

Trainers will identify and report to the Training Coordinator / RTO Manger, if a student is still facing challenges such as, completing projects and assessments, study skills, time management, research skills after providing support earlier. Trainers will ensure that academic support and counselling (where required) services are provided to these students.

Student course progress will be carefully monitored and trainers will identify and report to the academic support staff / RTO Manger, if a student is facing challenges in completing projects and assessments, time management, research skills. Trainers will ensure that academic support and counselling (where required) services are provided to these students. Students will be encouraged to access additional support where course progress requirements do not meet.

RTO Manger and/or student support officer(s) will organise meeting with identified students and discuss an intervention strategy which may involve one or more of the following support services to avail as required

- One on one (or a small group) support with the specialist trainer
- Provision of additional attempts to complete assessments
- Extension of enrolment where students require additional time to complete the course (as part of intervention Strategy).

Contact us to discuss your support needs. Refer to Student Support policy (MT Website) for further details.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information / advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. MT does not charge for such referrals to the provider. Contact us for details about welfare services we can offer.

External Support Services

For students requiring additional support with their studies, work or life, MT provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Commission Australia

Telephone: 1300 799 675 Website: <https://www.fwc.gov.au>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

External Counselling/Personal

- Support Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78 <https://mensline.org.au/>
- Mental health websites Mindhealthconnect.org.au Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- Beyondblue.org.au Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.
- Anxietyonline.org.au Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
- Headspace.org.au Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
- Jeanhailes.org.au Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, MT must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. MT has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with MT emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

RTO is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. MT will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes,

ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per MT Complaints and Appeals policy detailed in this handbook (Appendix-2).

Equal opportunity

The principles and practices adopted by MT aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with MT.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

MT provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a Unique Student Identifier (USI). We are unable to issue a qualification of a statement of attainment for any student if we do not have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <https://www.usi.gov.au/about>

Deferral, Suspension and Cancellation Policy – Appendix 1

Acceptable reasons for suspension or cancellation

- MT can defer or temporarily suspend a student's enrolment on the grounds of compassionate or compelling circumstances.
- In addition, MT can suspend or cancel a student's enrolment including, but not limited to, the following factors:
 - Student misconduct
 - Failure to comply with the Course Progress or attendance, and any formal warning issued by MT against these processes
 - The non-payment of fees in accordance with the Payment Schedule
- The suspension or cancellation of the student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the student or the wellbeing of others, is likely to be at risk.

Deferral

Applications for deferral of the commencement of the course must be made by completing a Deferment, Suspension, Cancellation, Withdrawal Form (DSCW) with any additional evidence and submitting it to MT Admissions Staff prior to the course commencing. The DSCW Form can be submitted via Email, Mail or in Person.

Once MT has processed the deferral request, the student will receive a written correspondence of the outcome. An electronic update or letter will be provided to reflect the new training plan.

Suspension

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to MT Student Support staff.

- a) Applications must be received at least 10 working days prior to the requested Suspension date.
- b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.
- c) In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the MT.

Once MT has processed the Suspension request, the student will receive a written correspondence of the outcome with 5 working days after lodgement.

Cancellation

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to MT Student Support Staff.

- a) The DSCW Form can be submitted via Email, Mail or in Person
- b) The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Officer for review against Policy & Procedures.
- c) The Compliance Officer will then process the cancellation request.

Once MT has processed the Cancellation request, the student will receive a written correspondence of the outcome from MT.

- a) If the request is granted, the student will receive a Letter of Release.
- b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

Withdrawal

Applications for Withdrawal from a course must be made by completing a Deferral, Suspension, Cancellation, Withdrawal (DSCW) Form with any additional evidence and submitting it to MT Student Support Officer.

Any withdrawal must be done formally with evidence of why the student is withdrawing

MT has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'

Any refund application will be processed in accordance with the Fees, Charges and Refunds Policy and Procedures

Certification of any description will only be processed after all outstanding fees are paid

Certification will be issued within 30 calendar days of these conditions being met

All documentation will be recorded in the student file

In this instance the reasons must be documented and recorded to justify this decision

Prior to suspension or cancellation

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by MT, prior to imposing a suspension/cancellation:

Formal written notification will be provided to the student of the intent and reasons for suspension / cancellation

The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so

The student shall have 20 working days to access MT's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)

Complaints and Appeals Process

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

Guidelines and Implications of Suspension or Cancellation

Students are to be made aware that students can only temporarily suspend enrolment for a maximum period of six months,

You can refer to *Deferral, Suspension, Cancellation, Withdrawal Policy and Procedure* on website for further details.

Complaint and Appeals Policy – Appendix 2

Nature of complaints and appeals

- MT responds to all allegations involving the conduct of:
 - The RTO, its trainers / assessors and other staff.
 - Any third-party providing Services on behalf of MT and including education agents.
 - Any student or client of MT.
- Complaints may be made in relation to any of MT 's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by MT to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by MT

Principles of resolution

- MT is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, MT ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Can be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- MT will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to MT, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint or appeal

- Complaints about an incident should be made as soon as possible after the incident occurring and appeals must be made within ten (10) calendar days of the original decision being made after complaint.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*.
- When making a complaint or appeal, provide as much information as possible to enable MT to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.

Timeframes for resolution

- The complaint or appeal will be acknowledged in writing when form is submitted.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed if the matter is taking more than 60 days, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Resolution of complaints and appeals

- Some or all members of the Administration team of MT will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Each party involved in the complaint or appeal may have a support person or independent mediator of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - MT will maintain a student's enrolment throughout the internal appeals processes without a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether MT maintains the student's enrolment as follows:
 - If the appeal is against MT's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported MT's decision to report.
 - If the appeal is against MT's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, MT will notify a change to the student's enrolment after the outcome of the internal appeals process.

Independent Parties

- MT acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant / appellant unless the decision to include an independent party was made by MT.
 - Where a student is not satisfied with the outcome or conduct of the internal process, they are referred to the external services. See information under external complaint avenues.
 - MT will provide complete cooperation with the external mediator investigating the complaint / appeal and will be bound by the recommendations arising out of this process.
 - The RTO Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by MT.

External complaint avenues

- Complaints can also be made via the following avenues:
 - National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency / authority / jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

 - Website: <https://www.dewr.gov.au/national-training-complaints-hotline>
 - Australian Skills Quality Authority (ASQA):

Complainants may also complain to MT's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about MT in relation to:

 - the quality of our training and assessment
 - our marketing and advertising practices

For students and stakeholders:

 - ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process.
 - If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
 - Please refer to the relevant webpage before making a complaint to ASQA: <https://www.asqa.gov.au/students/complaints>

You can refer to *Complaints and Appeals Policy and Procedure* on website for further details.

Fees, Charges and Refunds Policy – Appendix 3

Standard Seven of SRT0's 2015 (Clause 7.3): Clause 7.3 states - Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. MT does not collect fees in excess of \$1500 for domestic students.

1. Protection of fees paid in advance

1.1 MT protects the fees that are paid in advance by the students.

1.2 The fee protection is ensured as follows:

- MT does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

2. Fees and refund information

2.1 Fee information relevant to a course is summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

2.2 Fee information provided to the students includes:

- All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
- Any additional charges that may apply and the circumstances in which they apply
- The potential for changes to fees over the duration of the course
- Payment options

2.3 The Student Handbook which are provided prior to enrolment, includes this Fees, Charges and Refunds Policy and informs the student of their consumer rights. Students are required to sign the declaration in acknowledgement of the terms and conditions of the enrolment and this policy.

3. Course fee inclusions

3.1 The course information will clearly itemise all course fees, including both tuition and non-tuition fees.

3.2 Tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Refer to the course brochure for the current fee structure for that course

3.3 Please contact MT for latest course costs via email

Note: Except Tuition Fees, all other fees are classified as Non-Tuition Fee

4. Payments

4.1 Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.

4.2 Credit card payments incur a surcharge of 2% per transaction.

4.3 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

4.4 Debts will be referred to a debt collection agency where fees are more than 40 days past due.

4.5 MT reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4.6 Receipts of payments made by the students will be kept for at least 2 years after the person ceases to be an accepted student.

4.7 Please see the following options and choose one of these to pay your payable Fees:

| | |
|------------------------------------|---|
| 1. Pay By Credit/Debit Card | Please visit reception to pay your fee Credit Card: Visa or MasterCard (2% Surcharge will be applied) |
|------------------------------------|---|

| | |
|---|---|
| 2. By Draft or Bank Cheque | Under the name of “ <i>Matrix Training</i> ” Mail your cheque along with this invoice to... “ <i>Matrix Training – 121 Roulston Way, Wallan VIC 3756, Australia</i> ” |
| 3. By Bank Deposit or Internet Transfer to MT bank account | Account Name: Raja Advanced Career Training Bank: Commonwealth Bank BSB: 063545 Account No: 10425947 Note: Put your MT Student ID: (Student ID) as a reference/description |
| 4. Pay Over the Phone | Credit Card Only: Visa or MasterCard (2% Surcharge will be applied) |
| 5. By Credit Card Authorisation Form | Use the Enrolment Application Form for filling in the Credit Card information. |

5. Refunds

5.1 Provider Default

- (1) A registered provider defaults, in relation to a student or intending student and a course at a location, if:
 - (a) either of the following occurs:
 - (i) the provider fails to start to provide the course to the student at the location on the agreed starting day;
 - (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
 - (b) the student has not withdrawn before the default day.

Note: For an exception to this rule, see subsection paragraph (3) ('Ceasing to provider courses').
- (2) To avoid doubt, a registered provider defaults if the provider is prevented from providing a course at a location
Ceasing to provide courses
- (3) A registered provider does not default, in relation to a student or intending student and a course at a location, if the provider fails to start to provide the course, or the course ceases to be provided, to the student because the student defaults in relation to the course.

5.2 Student Default

- (1) A student or intending student defaults, in relation to a course at a location, if:
 - (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
 - (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
 - (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) misbehaviour by the student.
- (2) A student or intending student does not default in relation to a course at a location if the student does not start that course because the registered provider defaults in relation to the course at the location.
- (3) A student or intending student does not default unless the registered provider accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

5.3 Refund due to Provider Default

- a. The course does not commence at the location on the agreed commencement date (or)
- b. The course ceases to be provided at any time after it commences but before it is completed (or)
- c. If a sanction has been imposed and MT was prevented from providing the course
 - In the case of a Provider Default, MT discharge its obligation to the students within 14 days from the day of the default.
 - Student will be given the following option to choose from.
 - Receive a refund of tuition fees for the weeks in default period (unspent tuition fees) Refund amount = weekly tuition fees x weeks in default period

- Receive placement in an alternative course with MT or another provider at the provider's expense. If students choose this option, students must accept the offer in writing. All the unspent tuition fees will be transferred to the new course.

5.4 Full refunds

- 5.4.1 A full refund of any course fees paid will be provided to students in any of the following circumstances:
- a) If MT is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
 - b) Where a course does not start on the starting date outlined in the Training Plan / Timetable
 - c) At the discretion of MT's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
 - d) If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
 - e) If an offer of a place is withdrawn by MT and this is not due to incorrect or incomplete information being provided by the student.

5.5 Claiming a full refund

- a. In any of the above situations, MT will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

5.6 Prior to Commencement

- a. If written notice of withdrawal is received from a student at least 6 weeks prior to agreed start date of the course commencement, total course fee (tuition fee plus non tuition fee) less Admission Fees is refundable.
- b. If written notice of withdrawal is received from a student at least 4 weeks prior to agreed start date of the initial course commencement, 75% of the tuition fees less Admission Fees is refundable.
- c. If written notice of withdrawal is received from students 2 - 4 weeks prior to agreed start of the initial course commencement, 25% of the tuition fees less Admission Fees is refundable.
- d. If written notice of withdrawal is received from students less than 2 weeks prior to the agreed start date of the initial course commencement, 0% of the tuition fees less Admission Fees is refundable.
- e. If students defer course commencement date and then apply for a refund, no refund will be issued.

5.7 Post commencement

Under following circumstances, no refund will be issued to students.

- a. If written notice of withdrawal is received from students less than 2 weeks prior to the agreed start date of the initial course commencement.
- b. Students cancel their enrolment in a course after their commencement date (this includes abandonment of course enrolled in before its completion and the balance of all outstanding fees for the course to be invoiced to the student).
- c. In the event that students seek and are granted approval by MT to transfer to another provider prior to completion of six months study of the principal course.
- d. In the event that the student's enrolment is cancelled because of infringement with MT disciplinary policy or fail to make scheduled payment of their fees and charges.

5.8 Other Cases

- a) If there is no written refund agreement and MT didn't enter into a written refund agreement with student, MT will refund the unspent tuition fees to the student. The refund amount will be calculated as below Refund amount = weekly tuition fee x weeks in default period
- b) If a student has supplied incorrect or incomplete information and as a result MT withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less Admission Fee.
- c) Temporary change of mode of study/delivery (Due to exceptional and/or unavoidable circumstances), Return of unused tuition fees upon receiving of request with valid reason.

5.9 Applying for a refund

- To apply for refund students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement.
- Students will be notified of the outcome of their refund application in writing and paid any refund calculated as per the policy within 10 working days of the receipt of the Refund Application Form.
- the refund will only be made to the student nominated bank account in the Refund Application Form.

Note: If the student is dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the MT Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please contact MT.

Refer to the table below for student entitlement for refund in the case of student default.

| Type | Refund Description |
|--|--|
| Withdrawal at least 6 weeks prior to agreed start date | Full refund of Tuition Fees excluding Admission fees |
| Withdrawal at least 4 weeks prior to agreed start date | 75% refund of Tuition Fees excluding Admission fees |
| Withdrawal 2- 4 weeks prior to agreed start date | 25% refund of Tuition Fees excluding Admission fees |
| Withdrawal less than 2 weeks prior to the agreed start date | No refund |
| Withdrawal on or after the agreed start date | No refund |
| Abandons the course without notice | No refund and the balance of all outstanding fees for the course to be invoiced to the student |
| Course withdrawn by RTO (before the agreed start date) | Full refund including Admission fees |
| MT is unable to provide the course after course start date | Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees |
| The course is not provided fully to the student because the Institute has a sanction imposed by a Government regulator | Return of unused tuition fees |
| Recognition of Prior Learning (RPL) fees | No refund if Statement of Attainment provided |
| Transfer to another provider | Return of unused tuition fees |
| Temporary change of mode of study/delivery (Due to exceptional and/or unavoidable circumstances) | Return of unused tuition fees upon receiving of request letter with valid reason |

Matrix Training will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party.

SCHEDULE OF FEES

Application / Registration fee (non-refundable)

A non-refundable application fee of \$100.00 applies.

Current Course Costs

Listed below are the current course costs (subject to review and change)

| Course Code | Course Title | Maximum Duration (weeks) | Tuition Fee | Material Fee | Total Cost* |
|-------------|--|--------------------------|-------------|--------------|-------------|
| TLI41222 | Certificate IV in Motor Vehicle Driver Training (Car Specialisation) | 26 | \$3,300 | \$100 | \$3,400 |

* Excluding Application / Registration Fee

Fees during the enrolment period

| Description | Fees |
|---|--|
| Repeat of unit | Tuition Fee divided by number of units in the course |
| RPL assessment (per unit of competency) | \$250 |

| Description | Fees in \$ |
|--|------------|
| Application fee | 100.00 |
| Cancellation Fee | 250.00 |
| Catch up for missing practical | 250.00 |
| Catch up for missing theory | 250.00 |
| Catch up missing units online (per unit) | 200.00 |
| Replacement Diploma / Certificate | 100.00 |
| Bank dishonor fee | 95.00 |
| Additional statement of attainment (one statement of attainment will be provided free of charge) | 50.00 |
| Resubmit fee after 3 attempts (per assessment) | 50.00 |
| ID card, if requested | 50.00 |

You can refer to *Fees, Charges and Refunds Policy and Procedure* on website for further details.

Course Progress Policy – Appendix 4

The monitoring of and awareness of student progress plays an essential role in ensuring that the students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

All the students are clearly informed about the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period, prior to their commencement in any course.

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and an academic or student support staff member. This plan is developed in consultation between the student, student support and the trainer/assessor(s). The Intervention Strategy Plan specifies terms such as which actions and approaches will be used to get the student back on track, as well as the timeframe and targets, so that the student may still complete their course within the period of course.

MT is committed to supporting student success and achievement through monitoring student progression. Where required MT will implement Intervention Strategies for students not meeting the course requirements as soon as progression issues arise. This can be a result of a Critical Incident, failure to complete required assessments or through poor attendance. Every student Intervention Strategy is developed and reviewed separately for that individual student to ensure fairness, equity and access.

1. Attendance forms/sheets

- MT will continue to use attendance forms/sheets in every training session scheduled to be run by the trainers. These attendance forms/sheets are used to determine last point of contact with students and assist in students who don't achieve competency on assessments regarding intervention strategy meetings.

2. Completion within expected duration

- The students are expected to complete their studies within the expected duration specified on their Training Plan / Timetable.
- MT monitors student progress to ensure that students to complete their studies within the expected duration.

3. Course progress requirements

- MT maintains and tracks academic progress via the Student Management System.
- Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.
- Students are then enrolled into the course according to Class Schedule / Timetable, also provided to the student which includes all term breaks and each term is a study period.
- The Class Schedule / Timetable will be provided to the student on their orientation day.
- The class schedules for each study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.
- This process enables MT to identify any students at risk of not completing within the expected duration, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student.
- At the immediate end of each study period, this process is repeated and students who are failing to achieve better than 50% completion rate are sent letter. The letter notifies the student about options for connecting with an official to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their Training Plan / Timetable.
- Students who fail to achieve satisfactory academic progress after notification and fail to engage in an intervention strategy will be notified of:
 - Course finish and re-enrolment.
 - their right to access our complaints and appeals process within 20 working days.
 - Issuance of Statement of Attainment of any completed units

4. Attendance Monitoring

The policy items and processes given here are for attendance monitoring requirements should MT be required to use attendance-based monitoring now or in the future.

- Monitoring and recording attendance of the student will be conducted.

- Each students' attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the student management system (SMS).
- Using this information in the SMS the weekly attendance records are reviewed and a report is generated to identify Students at risk of not satisfying attendance requirements.
- The student identified as being at risk are notified by email and their current attendance percentage is given in the form of a Letter.
- Students with falling attendance percentages will be notified by email. In each contact the letters issued will include:
 - a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
- Should the student be absent for four consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview.

5. Intervention Strategy

- MT ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, or Individual Intervention agreement will be developed based on the appropriate intervention strategy identified.
- An Intervention Form will include an interview with the CEO/authorised staff member may include one or more of the following strategies:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives.
 - Advising students of opportunities for reassessment; and
 - Advising students of assistance that MT can provide including and not limited to:
 - receiving English language support.
 - reviewing learning materials with the student and providing information to students and in a context that they can understand.
 - providing extra time to complete tasks.
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs.
 - attending counselling.
 - receiving assistance with personal issues which are influencing progress.
 - receiving mentoring.
 - referral to external organisations where MT is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.

6. Extension to an expected course duration

- Extensions to the course duration are allowed where:
 - compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - bereavement of close family members such as parents or grandparents.
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where MT is unable to offer a pre-requisite unit.
 - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
 - An approved deferral or suspension of studies has been granted in accordance with MT's *Deferral, Suspension and Cancellation Policy and Procedures*.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, MT will inform the student.

7. Informing students

- Students have the rights to appeal against any decision as per *MT Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will be enrolled as current student until this process is complete.
- All records will be kept on the student's file including letters and the notices.

8. Exclusion

Where necessary a student may be excluded from proceeding units of competency or admission into further studies at the same or higher levels until the intervention actions are carried out and all requirements of the course (or pre-requisite units) have been met. In such instances the student will receive an Exclusion Notice with reasons for and duration of exclusion period as well as conditions for re-inclusion. Conditions are typically the successful completion of a course within the set duration and/or pre-requisition units or industry work placements as required. It should be noted that the student must still complete their course within the set duration of the Training Plan / Timetable, even with exclusion and re-admission built into their intervention plans. If this is not possible, the student must re-enrol.

9. Re-Admission

If a student has been excluded, they may not enrol in a course at the same level or a higher level for the period of exclusion.

Any student applying for re-admission after the exclusion period must apply formally and their application will be considered in relation to the entry requirements and the overall demand for places in that course of study.

You can refer to *Course Progress Policy and Procedure* on website for further details.

Critical Incident Policy – Appendix 5

This policy should not be confused with the standard incident reporting policy and procedures that pertain to staff and students contained within the institute.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

- MT is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- MT ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.
- A designated officer and/or critical incident team will manage critical incidents.
- All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- Students have received information about health and safety, including critical incidents, in the Student Handbook, and will receive during their orientation as well. This will include information on safety and awareness and how to see assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
- MT will ensure that appropriate post-incident support is provided as required.
- MT response to critical incidents will always be evaluated and improvements identified and implemented as required.

The MT Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

The students will be provided with information about assistance available and how to seek assistance or, and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

Critical Incident Response

- If a member of MT staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the RTO Manager immediately
- The staff member shall contact emergency services (if appropriate) immediately
- Wherever emergency services are required to be contacted all personnel are to be cleared from any dangerous area without delay
- In the instance of injury or onset of illness on premises, MT Student Support Officer or Student Administration should be notified whenever a student or staff member requires assistance
- Contact should be made with the family of any student involved in situation requiring emergency services
- A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident

The Critical Incident Report Form available on MT website is to contain as much information as possible and indicate the people directly involved in the incident.

You can refer to *Critical Incident Policy and Procedure* on website for further details.

Student Misconduct Policy – Appendix 6

The intention of this policy is to create and maintain a safe, comfortable and enjoyable study environment for all students and staff. This policy should be read in conjunction with the Student Code of Conduct and both should be available to all staff, agents and students.

Students are informed during enrolment and during orientation about the Misconduct policy. All assessment tasks include instructions and declarations, which is read and signed off by the student to acknowledge that they have been fully advised about academic misconduct and the potential consequences.

Academic Misconduct

Academic misconduct and actions demonstrating a lack of academic integrity include but are not limited to the following:

- Cheating in assessment tasks
- Cheating in exams and/or tests
- Collusion
- Plagiarism
- Submission of work by a student that is clearly not the student's own work
- Submission of work that has been significantly edited by someone else
- Submission of work previously submitted at MT or elsewhere for another unit or competency or course
- Academic fraud – having someone else sit a test or other assessment requirement in the student's place, falsely representing themselves as the student
- Not providing citations or proper references

Prevention of Academic Misconduct

MT will mitigate academic misconduct through the following means:

- Students are advised of the policy at the commencement of each course and are reminded as part of instructions with each assessment workbook of unit
- Students are also advised of the consequences of Academic Misconduct and its management
- This advice and all information provided to new staff/contractors and students is current and consistent with this policy
- All advice is provided in a clear and easy to understand format
- Advise about good practices such as referencing and citations are given at the beginning of a course and in the Student Handbook
- Where electronic submission occurs, the use of software programs to detect plagiarism are strongly advised. If in use, the students will be made aware of such software being in use.
- Students are encouraged to seek clarification and advice from academic staff and student support without penalty or prejudice if uncertain whether they are committing academic misconduct

Dealing with allegations of Academic Misconduct

Any allegation presented will be reviewed by Compliance Officer to ascertain that there is a potential case of academic misconduct. All such reviews, correspondence and decisions are completely confidential.

Where confirmed or undetermined, a Misconduct Review Interview between the student and Compliance Officer will be organised at the earliest possible convenience. The trainer/assessor may also be included if pertinent, at the discretion of Compliance Officer.

During the Misconduct Review interview the student will be presented with the allegation, the reason for the allegation and any evidence. The student will have the opportunity to present their side and give any possible explanation or clarification of the issue.

The Misconduct Review Interview notification, reasons and any decisions or outcomes will be, recorded and retained in the student's file and sent to the student in writing. These records may be accessed by the student or MT in case of complaint or appeal arising from the allegation and subsequent review and repercussions.

Consequences of Academic Misconduct

Should the student be found to have committed academic misconduct, dependent upon the seriousness any of the following may occur, either singularly or in any combination:

- A written warning, outlining the occurrence and any evidence, which shall be sent to the student and be retained in their student file for consideration should any further occurrences take place
- Information session about academic integrity and acceptable practices, such as referencing and use of sources
- The awarding of a Not Yet Competent (NYC) result for the assessment in question (before awarding a NYC an opportunity to resubmit will be provided)
- Exclusion from the unit of competency, whereby the student will be required to re-enrol in that unit. This may impact upon the student's ability to complete their course within the set duration of their course.
- A result of NYC for the unit of competency, which will negatively impact the student's academic progress
- Suspension from the course
- Cancellation of Enrolment, particularly for wilful, serious and/or repeated misconduct.

The student will be advised of their right to access Complaints and Appeals at every step of the process.

Where MT decides to suspend or cancel a student's enrolment, refer to *Deferral, Suspension, Cancellation, Withdrawal Policy*.

Non-Academic Misconduct

Students are informed in their Student Handbook and during induction about our Code of Conduct, which details the expected and accepted behaviours of students. Non-academic misconduct and unacceptable behaviours include but are not limited to the following:

- Intentional breaches of Commonwealth or State law
- Disrespectful, threatening or abusive behaviour towards other students, staff or members of the public
- Endangering the health and/or safety of self or others
- Violence
- Damage or destruction of property
- Theft of property of MT
- Theft of property of staff, other students or any other person (such as during industry work placement)
- Carrying of weapons
- Possession of illegal, banned or dangerous items and/or substances
- Being intoxicated or under the influence of drugs or alcohol
- Refusing to identify themselves truthfully or misrepresenting their identity
- Smoking indoors or within the premises or facilities
- Disobeying trainer assessors, continuously interrupting the trainer or refusing to participate in class activities
- Unauthorised use of mobile telephones or other devices in class
- Harassment, discrimination or vilification in any form against a student or students, staff member, agent or any other person
- Photographing, recording or filming a person without their permission
- Harassing, bullying or behaving inappropriately through social media or other means
- Bullying will not be tolerated in any form
- Non- payment of fees

Dealing with allegations of Non-academic Misconduct

Minor allegations may be resolved informally through discussion where appropriate, provided the aggrieved party (complainant) is satisfied with this resolution. Where this is not suitable, or has not proven successful, a Disciplinary Interview will be organised immediately.

If appropriate, both the aggrieved party (complainant) and the student accused of non-academic misconduct may be present and present their account of the situation. Where this is not appropriate, such as in cases of intimidation, a separate interview will be conducted between these parties and Compliance Officer.

During the Disciplinary Interview the student will be presented with the allegation, the reason for the allegation and any evidence. The student will have the opportunity to present their side and give any possible explanation or clarification of the issue.

The Disciplinary Interview Notification, reasons and any decisions or outcomes will be, recorded and retained in the student's file and sent to the student in writing. These records may be accessed by the student or MT in case of complaint or appeal arising from the allegation and subsequent review and repercussions.

Consequences of Non-academic Misconduct

Should the student be found to have committed non-academic misconduct, dependent upon the seriousness any of the following may occur, either singularly or in any combination:

- Counselling by student support or academic staff
- Referral to outside counselling or other services
- Follow up meetings with academic staff and/or student support
- A written warning, outlining the occurrence and any evidence, which shall be sent to the student and be retained in their student file for consideration should any further occurrences take place
- Being removed from a class or group for the safety and wellbeing of others
- Suspension from the course
- Cancellation of Enrolment, particularly for wilful, serious and/or repeated misconduct.

The student will be advised of their right to access *Complaints and Appeals* at every step of the process. Where MT decides to suspend or cancel a student's enrolment, refer to *Deferral, Suspension, Cancellation, Withdrawal Policy*.

In particularly serious cases in which a student has committed criminal offenses, the appropriate legal authorities will be informed.

Student Support Policy – Appendix 7

Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the Support staff and student prior to using external services. The following student support services are available and accessible for all students studying with MT either by providing the service in-house or having an arrangement to refer students to affordable externally provided services:

- student support services available to students in the study
- legal services
- emergency and health services
- English and academic support services
- tutoring support
- study skills centres
- counselling, mental health and disability services
- housing and tenancy services
- financial support services
- facilities and resources
- complaints and appeals services
- support relating to course progress and/or attendance as appropriate
- career services and working and employment rights and conditions

Introducing Student Support

Information regarding support is also provided prior to enrolment. Engaging students through an orientation day before the commencement of studies, will cover key points of the Student Support, role of the SSO and details of policies and procedures, such as:

- Who are their Student Support Officers / Contact Personnel?
- When are they available?
- Contact details.
- What processes in accordance with policies and procedures are available to students.

Provision of Information

Assistance shall be provided to all students, regardless of a student's place of study, to access study support and welfare-related services, both at orientation and throughout their time as a student.

- MT provides free services designed to assist students in achieving academic progress, with sufficient student support personnel to meet the needs of the students enrolled.
- Electronic methods of disseminating such information include the RTO website, emails, SMS and social media.
- Written formats methods of disseminating such information include the student handbook, noticeboard, newsletters or even a wallet-sized card with useful numbers may be provided as required.
- Students have the right to privacy and as such all staff, policies and practices must consciously safeguard the student's privacy and confidentiality in order to satisfy the Privacy Act.
- Student Support staff are engaged to provide such assistance, with at least one designated member of staff to be appointed as Student Support Officer, This officer or officers must have access to the most up-to-date details regarding support services.
- MT has comprehensive *Critical Incident policy and procedure* to support students in times of need. These procedures contain immediate, during, after and post CI event and are well documented with feedback and review components.
- MT have dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.
- All modes of study and learning needs will be catered for to facilitate access to and the provision of student support services, such as students undertaking practical or industry work placements, or online units of study.

Safety and personal security

MT is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for the students, both on campus and at practical or industry work placements.

- Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student and staff

handbooks.

- Personal security and safety information is provided and readily available at any time to both students and staff.
- Detailed information will be provided to all the students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).
- MT will provide the students with general information on safety and health or refer them to such information as appropriate (including electronically).

RESPONSIBILITIES

Staff Responsibilities

- It is the responsibility of Student Support Officers to respond to student enquiries and to be a first contact for students. Where student enquiries or needs are beyond the scope of training, knowledge or experience of the Student Support Officer they must seek advice from their manager.
- Student Support Officers shall be responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident.
- Student Support Officers shall maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the student ceases to be an accepted student.
- Student Support Officers must update student management system for each enquiry and all documentation is to be filed in the student's file.
- Student Support Officers must ensure that any written response to a student enquiry is generated from the Student Management System, so it has a contact log and a copy of the information sent. No verbal outcomes are to be acceptable practice by MT staff.
- Responsibility for briefing all staff of any obligations.
- Day to day responsibility for the oversight and management of student welfare support services lies with RTO Manager.
- The Director/CEO will have overall responsibility for this policy and the ensuing procedures.

Student Responsibilities

Students shall be made aware of the following responsibilities at orientation and in their student handbook:

- The students must advise the RTO of any changes in their addresses and / or contact details within 7 days. This include emergency contacts.

You can refer to *Student Support Policy and Procedure* on website for further details.

Privacy Policy – Appendix 8

MT is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. MT is committed to safeguarding any confidential information obtained by the RTO. MT will ensure:

- It maintains and provides a current Privacy Policy;
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records.

Policy Principles

Legislation

The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).

Underpinning Principles

- a) *Personal Information* is defined in the Privacy Act 1988 to mean “information or an opinion about an identified individual, or an individual” who is reasonably identifiable:
 - whether the information or opinion is true or not; and
 - whether the information or opinion is recorded in a material form or not.
- b) *Sensitive Information* is defined in the Privacy Act 1988 to mean “information or an opinion about an individual’s” that is also personal information, such as:
 - racial or ethnic origin; or
 - political opinions; or
 - membership of a political association; or
 - religious beliefs or affiliations; or
 - philosophical beliefs; or
 - membership of a professional or trade association; or
 - membership of a trade union; or
 - sexual orientation or practices; or
 - criminal record;
 - health information about an individual; or
 - genetic information about an individual that is not otherwise health information; or
 - biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
 - biometric templates.

PART 1 – Consideration of Personal Information Privacy

- a) Open and Transparent Management of Personal Information.

MT will:

- Ensure that personal information is managed in an open and transparent way.
- Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
- Ensure that it maintains an up-to-date policy about the management of personal information.
- Ensure that MT Privacy Policy contains the following information:
 - The kind of information that is collected and held;
 - How the information is collected and held;
 - The purposes for which information is collected, held, used and disclosed;
 - How an individual may access their personal information that is held by MT and seek correction of such information as necessary;

- How the individual may make a complaint about a breach of the APPs and how MT will deal with such a complaint;
 - Whether MT is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
 - Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.
- b) Anonymity and pseudonymity
MT will:
- Respect that individuals may not wish to identify themselves when making enquiries on MT products and services;
 - However, require full personal details as required by law and for identification purposes from students.

PART 2 – Collection of Personal Information

- a) MT will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
- b) MT advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements.
- c) MT will take reasonable steps at or before the time of collection to ensure that you are aware of:
- Who we are and how to contact us;
 - How to gain access to your own information;
 - The purpose for which the information is being collected;
 - Any organisation to which we would normally disclose information of that kind;
 - Any law that requires the particular information to be collected;
 - The main consequences for the individual if all or part of the information is not provided.
- d) MT collects information from you in the following ways:
- When you register your interest on line, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
 - Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
 - Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- e) Should MT collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

PART 3 – Dealing with Personal Information

- a) MT will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected. The circumstances where an exception may occur are:
- Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order;
 - The individual would reasonable expect MT to use or disclose the information for the secondary purpose;
 - A permitted health situation exists in relation to the use or disclosure of the information by MT;
 - A permitted general situation exists in relation to the use or disclosure of the information by MT;
 - MT reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
- b) MT collects your personal information so as to:
- Process applications;
 - Manage your enrolment;
 - Record and maintain your details;
 - Administering training programs;
 - Record and maintain details of your ongoing training and assessment;
 - Provide you with details regarding student services, benefits, and training opportunities;
 - Notify you about upcoming events and opportunities;
 - Gain feedback from you;
 - Communicate with you;

- Report to relevant authorities as required by law.
- c) Direct Marketing
MT:
 - May use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (i.e. the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) so as to let you know about our services and benefits, where we have your consent.
 - Provides an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications.
- d) Cross Border Disclosure
MT:
 - Does not disclose personal information to overseas recipients unless prior written approval is received by the individual who the personal information relates.
- e) Adoption, use or disclosure of Government Related identifiers
MT:
 - Is required by law (Student Identifier Act) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
 - Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
 - Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

PART 4 – Integrity of Personal Information

- a) Quality of personal information
MT will take steps, as are reasonable, to ensure that the personal information it:
 - Collects is accurate, up to date and complete;
 - Uses or discloses, is having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.
- b) Security of personal information
MT will take steps, as are reasonable in the circumstances to:
 - Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
 - Destroy the information or to ensure that the information is de-identified.

PART 5 – Access to, and Correction of, Personal Information

- a) MT provides all students with electronic access to their own personal records, where the individual can update and maintain their own personal information.
- b) In some circumstances MT may not permit access to individuals for their personal information. If this is ever the case, MT will provide full details for the legal reasons for this decision. These may include that MT believes:
 - That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
 - Giving access would have an unreasonable impact on the privacy of other individuals; or
 - The request for access is frivolous or vexatious; or
 - The information relates to existing or anticipated legal proceedings between Lead College and the individual, and would not be accessible by the process of discovery in those proceedings; or
 - Giving access would reveal the intentions of Lead College in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
 - Giving access would be unlawful; or
 - Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
 - Both of the following apply:

- Lead College has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to Lead College functions or activities has been, is being or may be engaged in;
 - Giving access would be likely to prejudice the taking of appropriate action in relation to the matters; or
 - Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
 - Giving access would reveal evaluative information generated within Lead College in connection with a commercially sensitive decision-making process.
- c) When dealing with requests for access to personal information, MT will:
- Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation; and
 - Provide access to the information in the manner requested, if it is reasonable and practicable to do so.
- d) MT does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.
- e) With regard to the correction of personal information held:
- should MT be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, MT will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.
 - Should MT refuse to correct information, MT will give written notice to the individual that sets out:
 - The reason for refusal
 - The mechanisms available to complain about the refusal; and
 - Any other matter prescribed by the regulations.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Matrix Training (MT) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Access and Equity Policy – Appendix 9

- MT is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.
- MT promotes, encourages and values equity and diversity with regard to students. MT will ensure services offered are provided in a fair and equitable manner to all students, free from bias.
- MT is committed to providing flexible learning and assessment options, allowing students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals.
- This also includes addressing the students with disabilities and special needs.

MT will ensure:

- a) all training and assessment policies and procedures incorporate access and equity principles;
- b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction;
- c) all nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- d) all learners/students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

POLICY PRINCIPLES

MT will not accept any form of discrimination and we will apply the following principles in support of access and equity.

Access and Equity Principles

- a) MT abides by access and equity principles.
- b) MT will respect a student's right to privacy, confidentiality and be sensitive to student needs.
- c) MT provides equal opportunity for all learners and is responsive to the individual needs of students whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.
- d) At enrolment, students will be asked to identify personal needs or circumstances that may exist and for which they may require additional support.
- e) MT will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimisation, and vilification or to deal with it appropriately if it occurs.
- f) MT seeks to create a learning environment where all students are respected and can develop their full potential.
- g) All students are given fair and reasonable opportunity to attend and complete training.
- h) All staff are given fair and reasonable opportunity to participate in relevant decision-making processes and the allocation of resources and services as required to fulfil their duties and responsibilities.
- i) Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- j) All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed by the CEO, MT.
- k) MT will demonstrate its commitment by:
 - i. Selecting students according to a fair and non-discriminatory process
 - ii. Making its training relevant for a diverse student population
 - iii. Providing suitable access to facilities and resources
 - iv. Providing appropriate support services
 - v. Providing appropriate complaints procedures
 - vi. Consulting with relevant industry groups

- vii. Raising staff, contractor and student awareness of equity issues.

Equal Opportunity

MT is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training, unless prescribed by funding contracts.

Target Groups are defined as:

- Aboriginal and Torres Strait Islanders;
- People with a disability;
- People from non-English speaking backgrounds;
- People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised);
- Women;
- People from regionally isolated communities.

Special Needs/Considerations

- a) Students intending to enrol for training with MT are requested prior to enrolment to advise MT if they have any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.
- b) Students are encouraged to discuss with MT any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.
- c) MT, in collaboration with the student, will assess the potential for the Student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Students' learning. However, no compromise to the integrity of the assessment against competency will be allowed.
- d) Students with a disability are required to have the ability to fulfil the core requirements of the units of competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.

Reasonable Adjustments

- a) Reasonable adjustment, as defined by the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to help a learner with a disability (Disability Standards for Education, 2005).
- b) MT is committed to providing equitable assistance and opportunity to students with disabilities, allowing them to succeed in their studies.
- c) MT must provide equitable, efficient and timely reasonable adjustment for students with disabilities who undertake assessments, while maintaining the integrity of those assessments.
- d) Students who want help with disabilities/impairment or long-term conditions must state it in the *Enrolment Application Form*. MT also assess students with needs during LLND test and Pre-Enrolment Review. This in turn will help MT provide reasonable adjustment, on a module/unit basis, in a timely manner.
- e) If a student has a temporary disability or has not disclosed the disability on the *Enrolment Application Form*, MT requires documentary evidence such as a medical certificate before providing reasonable adjustment for assessment. Students must inform no later than two weeks from the start of their studies, unless compassionate and compelling reasons are presented. The Student Support Officer and Trainer / Assessor have to approve the request.
- f) If students have special needs or disabilities, reasonable adjustment will be organised in accordance with the policies and procedures of MT. This may include but not limited to:
 - visual difficulty; we can assist by making adjustments such as larger print of documents, assessment tools and forms
 - physical disabilities; assessment may be broken down into shorter/longer lengths of time, where applicable
 - sick or have medical condition, due date extension may be provided
 - LLND Support

Language, Literacy, Numeracy and Digital Literacy

- a) Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which MT must abide.
- b) MT makes appropriate concessions for language, literacy, numeracy and digital literacy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

- c) Where a student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy, numeracy or digital literacy than is the minimum requirement for the requirements of the Training Package MT will provide appropriate advice and support to the student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the student's course of study.

Harassment

- a) Harassment will not be tolerated at MT. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or student involved in such behaviour. This may include termination of employment and removal of the student from the training course.
- b) Serious cases of harassment may constitute a criminal offence.
- c) MT will not tolerate behaviour which is considered to be sexual harassment and expects all staff, contractors and students to treat each other with dignity and respect.

Bullying and Violence

- a) MT will not tolerate bullying or violent behaviour and expects all staff, contractors and students to treat each other with dignity and respect.
- b) MT recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

Vilification

- a) MT will not tolerate behaviour which vilifies another person and expects all staff, contractors and students to treat each other with dignity and respect.

Complaints

- a) MT encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimization, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
- b) Complaints will be investigated in a confidential manner and action will be taken to ensure that the discrimination/harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.
- c) Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest the respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.
- d) All staff, students and contractors involved with the MT complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.
- e) MT acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.
- f) MT encourages the reporting of behaviour that breaches equal opportunity policy but will not tolerate vexatious or frivolous complaints.

Victimisation

- a) In order for complaints to be brought forward, complainants must feel secure in the knowledge that the MT procedures will be followed without fear of reprisal.
- b) MT will not victimise or treat any person unfairly for making a harassment complaint.
- c) MT will not tolerate behaviour of victimisation of another person and expects all staff, contractors and students to treat each other with dignity and respect.
- d) Any complaint of victimisation will be treated in the same manner as a complaint of discrimination, sexual harassment or vilification.

MT RESPONSIBILITIES

MT has a legal and moral obligation to provide equal opportunity in an environment free from discrimination for staff, contractors and students to ensure that discrimination/harassment does not occur in the workplace.

MT will:

- Maintain policies and procedures for equal opportunities for all staff, contractors and students;
- Disseminate policies and procedures to staff, contractors and students;
- Examine all policies and practices, as they affect staff, contractors and students to ensure the elimination of discrimination and harassment;
- Ensure that there is no discrimination against any individual student or group of students or staff, in access to facilities, products and services;
- Educate staff and contractors on the general goals and philosophy of equal opportunity together with the rationale for policies and practices which are adopted;
- Eliminate sexist and other discriminator language from all publications and discourage the use of such language in all printed material and in the speech of its staff, contractors and students;
- Establish and maintain mechanisms to deal with complaints.

CEO responsibilities

- MT CEO and Managers are responsible for student equity.
- The CEO will not condone nor engage in discriminatory/harassing behaviour.
- The CEO is responsible for ensuring that all staff are aware of this policy and that complaints will be dealt with in accordance with the terms of the *Complaints and Appeals Policy and Procedure*.
- The CEO and Managers are to ensure staff act according to this policy and all students are made aware of their rights and responsibilities pursuant to this policy.
- The CEO will maintain the confidentiality of all complaints. If the CEO feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.

Staff, contractors and students' responsibilities

MT staff, contractors and students have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Respect the rights of others;
- Respect people's rights to privacy and confidentiality;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint;
- Observe site rules or behaviour guidelines set by MT Trainers/Assessors;
- Behave in a manner that does not interfere with the learning of others; and
- Conduct themselves in a responsible manner while in training;
- Ensure the rights of all students to have their say, balanced with the responsibility to listen to others and allow others to have their say.

If an MT staff, contractor or student feels harassed, bullied or otherwise a victim of unwelcome behaviour, the staff, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the staff, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

Matrix Training

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