# MONASH STUDENT ASSOCIATION
# Training and Professional Development

# STUDENT  INFORMATION HANDBOOK

www.msatraining.edu.au

*The professional development experts*

# Contents

# Welcome

As the RTO Director, I welcome you to MSA Training and Professional Development, and would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your training program.

## Acknowledgement of Country

We acknowledge the people of the Kulin Nations, on whose land our campus sits. We pay our respects to their Elders, past, present and emerging.

## The Organisation

The Monash Student Association, trading under the name of MSA Training and Professional Development, is a Registered Training Organisation (RTO) that is committed to the delivery of quality training to its students.

This is achieved by offering innovative and creative training programs that are flexible to suit the needs of students, employers and industry.

## The People

We pride ourselves on employing highly qualified, industry-experienced trainers for all our programs. Our student support team provide timely and flexible assistance to meet the needs of our students.

Our services are tailored to suit the needs of the workplace, along with the requirements of the accredited training program in which students are enrolled.

We look forward to working with you to ensure an enjoyable and rewarding relationship.

*Rebecca Redfern*

RTO Director

*The professional development experts*

# Educational Standards & Student Welfare

The following measures will be taken to safeguard the educational interests and welfare of students:

- Providing training that is dynamic and innovative in approach.
- Ensuring educational materials reflect current thinking and models of best practice.
- Motivating staff to achieve the highest standards in service delivery.
- Ensuring that training and assessment occur in accordance with the requirements of the accredited course.
- Maintaining confidentiality at all times.
- Developing positive, supportive relationships with students based on open communication and sharing of knowledge and skills.
- Using a range of assessment styles and tools to accommodate a range of abilities and learning styles.
- Adhering to principles of good management, accountability and financial viability.
- Maintaining accurate and secure student records.
- Actively supporting our equal opportunity principles to protect individual rights and to prevent harassment, discrimination and bullying.
- Providing Recognition of Prior Learning for previous studies and relevant life/work experiences and Credit Transfer for completion of equivalent units elsewhere.
- Adherence to fee and charge policies and educational principles of ASQA
- Implementation of discipline procedures.

# Student Information

MSA Training and Professional Development will:

- Market their programs with integrity, accuracy and professionalism at all times.
- Avoid vague, ambiguous statements.
- Never make false or misleading comparisons with other providers or courses.
- Ensure that all students are given information that is true and correct at the time.

MSA Training and Professional Development will provide accurate, relevant and up-to-date information to students prior to enrolment.  This will include but not be limited to:

- Code of Practice.
- Selection, enrolment and induction/orientation.
- Admission procedures and criteria.
- Course information - including content and vocational outcomes.
- Provision for language, literacy and numeracy assessment.
- Details of support services that are arranged for students.
- Information regarding welfare and guidance services.
- Course fees and government funding opportunities.
- Certification to be issued upon completion.
- Competencies to be achieved.
- Assessment procedures.
- Arrangements for the Recognition of Prior Learning or Credit Transfer
- Disciplinary procedures.
- Complaints/ Appeal procedures.
- Refund policy.
- Contact numbers.
- Information regarding equity & diversity.
- Information regarding Occupational Health & Safety.
- Information regarding our Privacy Policy

*The professional development experts*

# How to Enrol

- Enrolment forms for Qualifications can be accessed on our website or emailed to you by contacting our office.
- Make sure you have read and understood all the information in this handbook and in the course information booklet and ensure you meet the pre-requisites or other conditions of enrolment. If unsure, please contact us.
- Complete enrolment form at home.  The form is a fillable DocuSign form so you will be able to type directly into the boxes. There is no need to print and handwrite the forms.
- The enrolment form includes a Language, Literacy and Numeracy assessment. This needs to be completed on your own and you must sign a declaration to say it was completed by yourself. This helps us identify if you will need additional support throughout your training.
- You are able to submit your enrolment through DocuSign by clicking 'finished' at the end of the document. Please email supporting documentation to [msa-monashtraining@monash.edu.](mailto:msa-monashtraining@monash.edu) Please make sure that you send everything in one email and your enrolment form is typed and has a proper signature. Digital signatures are accepted.
- Once your enrolment has been received, our admin staff will complete a check. This will include assessing your eligibility for government funding where applicable.
- Our staff will be in touch with you to confirm your enrolment, or request additional information.
- You may need to supply one or more of the following:
    - Driver License
    - Medicare Card or,
    - A current passport (Australian or New Zealand) or
    - Birth Certificate or
    - Naturalization certificate or
    - Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence or
    - A signed declaration by a relevant referee
    - Any relevant concession cards, pension cards etc.
- A deposit will need to be paid to finalise your enrolment. Payment plans are available, please contact staff for details.
- Once your enrolment has been confirmed you will receive an email a week before your course commencement with details about your course.

# Competence of Trainers

MSA Training and Professional Development will ensure that assessments are conducted by suitably qualified trainers who demonstrate competency and hold a minimum of TAE40116 Certificate IV in Training and Assessment as well as qualifications and industry experience in their vocational area.

# Adult Learning

MSA Training and Professional Development incorporates adult learning principles throughout the delivery of its training programs. Students are encouraged to take responsibility for their learning and to be active in the learning and assessment process.

Courses are designed to be interactive and involve all students in discussion and activities. Your contribution, thoughts and experiences are vital to the success of the course.

To achieve competency and be issued with a nationally recognised qualification or Statement of Attainment you will need to:

- *Complete any required reading and/or research.*
- *Complete all specified unit assessment tasks.*
- *Complete specified practical assessment tasks.*

MSA Training and Professional Development therefore encourages all students to:

- *Prepare for training sessions.*
- *Complete any required reading and/or research.*
- *Participate appropriately in all training sessions, including the use of video/audio for Zoom classes where applicable.*
- *Undertake all work requirements in line with deadlines.*
- *Relay to your trainer any problems being experienced.*
- *Participate in evaluation activities and offer constructive advice relevant to course delivery.*
- *Use established complaints procedures if there is a difficulty in relation to course delivery or you experience difficulties with MSA Training and Professional Development staff.*
- *Seek assistance with language, literacy and numeracy difficulties.*
- *Understand that:*
    - *Modifications and adjustments can be made for identified disabilities*
    - *Reference material will be made available to all students.*
    - *Referrals to professional support services will be arranged if the needs of the student cannot be met by MSA Training and Professional Development staff.*

# Training Environment – Online via Zoom

Some of our courses are run online via Zoom. Our online Zoom classes can be undertaken in the comfort of your own home. It's advised that to make your sessions more productive, you should set yourself up in a room with the least amount of distractions and good lighting. Make sure you are comfortable and you have pens, paper and workbooks within reaching distance. We encourage you to take breaks and stand up and walk around on a regular basis.  You will need to have sufficient internet coverage and data allowance to be able to participate in Zoom classes. You can find out more about our Zoom classes at https://www.msatraining.edu.au/zoom-classroom

# Hours of Study

Students are not permitted to attend training for more than 8 hours in any one day. All training sessions are timetabled to be no more than 8 hours in duration. If students are enrolling in two or more courses they must ensure than sessions are not being held on the same day (eg. a Monday daytime course and a Monday evening course) as this would amount to more than 8 hours of class in one day. Administrative staff will check this upon enrolment.

# Setting Yourself Up For Study

It is a good idea to set yourself up with a quiet, well-equipped study space either at home or work. You will need good lighting, ergonomic furniture and stationary supplies (such as paper, pens and pencils). Consider purchasing a good quality dictionary or other reference books. All courses will require you to have access to a computer with appropriate software, a printer and access to the internet. This is useful for your own research, completing assessments and practising your computer skills. Students will be required to complete assessments electronically (typed) and submit them to the online student portal.

# Student Support Services & Library Access

Being a student is exciting, but it can also be challenging. Staff at MSA Training and Professional Development can provide you with assistance, advice and support if needed. Please feel free to contact our staff in reception and they can direct you to the most appropriate assistance.

Brochures are available on study skill topics such as:

- Essay Writing,
- Referencing,
- Reading Strategies,
- Oral Presentations and
- Groupwork

We also have a guide to help students experiencing financial difficulties and a list of services which can assist students in need of counselling, accommodation, health or welfare support.

For individual support with language, literacy or numeracy, or study skills we offer a free tutoring program. Please contact the office, or your trainer, if you need assistance.  We can also provide referrals to other specialised support services.

Students requiring IT assistance such as help with basic word processing or using the internet should contact the office to access our free Computer Support Program. This program entitles eligible students to 3 x 2hr weekly sessions with a tutor to cover computer skills relevant to their course. Students may also be referred to specialist support services or additional training to assist with their studies.

Students with a disability are encouraged to apply for enrolment and discuss how we can be meet their needs. Students who feel that they may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this during the enrolment process.

Students can access Monash University libraries as a Visitor. Refer to the University's website for details. https://www.monash.edu/library/community/membership

Should you experience any difficulty that may be affecting your studies, please discuss this with your trainer, or arrange to make an appointment to meet with a Student Service Officer on 9905 3180.

# Course Development

MSA Training and Professional Development is accredited to deliver and assess against set industry standards to enable students to receive their qualification. Although the delivery and many of the assessment tasks have been customised for specific needs, it is important to note that the national standards must be met to achieve competency/receive the qualification.

# Vocational Education and Training

VET qualifications are nationally recognised and provide people with practical skills and knowledge to enable them to competently perform their workplace roles.

The inverted triangular symbol (see right) that will appear on the bottom of your certificate tells employers and other stakeholders that you hold a nationally recognised qualification. The diagram below indicates the levels of the AQF:

| *Schools sector* | *Vocational education and training sector* | *Higher education sector* |
|---|---|---|
| Senior<br>Secondary<br>Certificate of Education | Graduate Diploma<br>Graduate Certificate<br>Advanced Diploma<br>Diploma<br>Certificate IV<br>Certificate III<br>Certificate II<br>Certificate I | Doctoral Degree (PhD)<br>Masters Degree<br>Graduate Diploma<br>Graduate Certificate<br>Bachelor Degree<br>Advanced Diploma<br>Diploma |

# Training Information

Training Programs and courses are based upon competency-based training principles. Some of the common terms / definitions that you will come across are described below:

## Definitions

**Competency** is a broad concept that describes a person's ability in a range of areas. It covers:

- *Task skills (performing individual tasks)*
- *Task management skills (managing a number of different tasks within a job)*
- *Job or role environment skills (dealing with the responsibilities and expectations of the workplace)*

**Competency Based Training** is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards, usually nationally, industry endorsed Competency Standards.

**Competency Standards** reflect the knowledge and skill and the application of that knowledge and skill to the standard of performance required in employment and against the same standards. Students are not compared with one another. Standards are developed by industrial parties, based on the organisation of work, expressed in terms of workplace outcomes and regularly reviewed to ensure their continuing relevance to the workplace.

**Competency based assessment** is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance.

*The professional development experts*

# Assessment

The objectives of the assessment process are:
▪ *To confirm that students have acquired the skills identified in the competencies.*
▪ *To demonstrate that students are competent to the agreed industry standard.*
▪ *All assessments are to be submitted on the due date. All remaining assessments are due exactly 1 month after the course finishes.*
▪ *If assessments are not going to be submitted on time you must complete an extension form and follow the correct procedure. This must be approved by the office and may involve late fees.*

# Extension Processes

The extension process must be followed if your assessments will not be submitted by the due date.

This process is as follows:
▪ *Inform trainer that you will be unable to submit assessment on time*
▪ *Discuss with your trainer the length of extension you require and come up with an agreed timeframe.*
▪ *Submit work by extension due date.*

Process for extension after your final class.
▪ *An email [msa-monashtraining@monash.edu](mailto:msa-monashtraining@monash.edu) with an extension request 2 days before final assessment date*
▪ *Submit extension form to the MSA Training and Professional Development office*
▪ *Make payment for extension*
▪ *Once payment is made for outstanding assessments you will receive a confirmation email of your new assessment date.*
▪ *If work not completed by new date, cancellation will take effect.*

*Please note that fees will apply for extensions. Extensions will only be approved by head office if you have 85% attendance and have submitted 65% of your assessments.*

*Fees for extension are $30 per unit outstanding assessment per month.*

# Assessment Methods

Assessment methods include, but are **not limited** to:

▪ *Observation*
▪ *Projects/assignment*
▪ *Oral questioning*
▪ *Role-plays*

▪ *Practical demonstration*
▪ *Case studies*

▪ *Multiple choice questions & answers*
▪ *Simulations*

In keeping with the principles and practices of competency-based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

*Student Information Handbook,*
*Version 41, January 2022*

Page 11 of 25

# Grading and Resubmission

Once you have been assessed against the standards you will receive a grade of "C" for Competent or "NC" for Not Competent.  Not Competent means that you have not met the requirements. However students will be given an opportunity to fill any competency gaps to obtain competency.
MSA Training and Professional Development allows students three opportunities to be assessed as competent.  Should a student not achieve competence after three attempts, then it will be recommended that they repeat the unit of study. In such instances the student will need to re-enrol and pay the set course fee.

If you do not complete all requirements of a qualification, you will receive a Statement of Attainment, rather than a full qualification. All students are entitled, at no additional cost, to a formal Statement of Attainment upon withdrawal or cancellation for the units they have successfully completed.

## What Evidence Will Be Required?

Trainers will gather evidence of competencies over the duration of the course.  Throughout each competency there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration. Don't be hesitant about assessment tasks, as they are designed to ascertain how you are progressing with your learning, and what progress you have made towards achieving the required competence. More formal assessment strategies are used to consolidate the evidence bank that you have been developing.

# Recognition of Prior Learning (RPL)

MSA Training and Professional Development offers students recognition for skills and knowledge that they already possess and RPL is "the acknowledgement of skills and knowledge obtained through formal training, work experience and/or life experience".

In this way, students may not need to attend all classes, but can apply for Recognition of Prior Learning. Previously acquired skills and knowledge can be identified and assessed against the units of competency of the relevant qualification. Where recognition is granted, the student is granted full equivalent status to students who complete the course by attendance and assessment. Please note that RPL cannot be granted for part of a unit.

To apply for RPL students must submit an RPL enrolment form along with the appropriate fee. A self-assessment document will then be issued to the student. This document must be completed and submitted with all relevant supporting material and evidence documents (eg. Certificates, references, resume, statement of results, samples of work etc.) and this must be received by the MSA Training and Professional Development Centre at least 6 weeks prior to the scheduled course start date to allow time for assessment. Applicants need to be aware that RPL is an evidence-based form of assessment and needs to be as rigorous as the assessment that would ordinarily occur during the course, and as such it is imperative that sufficient evidence of competency is provided.

The application will be assessed and the applicant will be notified of the result before the intended course commences.  The applicant may be required to meet with the relevant assessor or the RTO Director to discuss the application.

# Credit Transfer

Credit transfer is a process to recognise qualifications and Statements of Attainment issued by TAFEs or other RTOs. If you have successfully completed any of the units (or their equivalent) in the course in which you are enrolling, you may be eligible for credit transfer. No fee applies for direct credit transfer. To apply for credit transfer students need to complete and submit an Application for Credit Transfer, attaching supporting documentation as required. This must be submitted at least 2 weeks prior to course commencing to allow sufficient time for processing. Please request this form from the office.

# Academic Misconduct

Students at MSA Training and Professional Development are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

**Plagiarism** is the act of presenting another person's work as your own, and failing to acknowledge that the thoughts, ideas, writings or data are the work of another. Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference
- Other people's work is copied or partly copied
- Phrases/passages are used verbatim without quotation marks or a reference to the author/source.

**Cheating** is to seek to obtain an unfair advantage in an examination or in other written or practical works which are required to be submitted or completed for assessment.

**Collusion** is the unauthorised collaboration on assessable work with another person/(s).

All assessors will take steps to detect such issues. These are serious matters and academic penalties apply for students found to be plagiarising/cheating/colluding.

To avoid plagiarism, collusion and/or cheating and its associated penalties, students are advised to note the following:

- You may quote from a source (eg. textbook, journal, website) but you must always indicate the author and source of the material (including title, publisher, year of publication or web address as appropriate).
- Sources must be referenced for any data, tables, graphs, charts, maps or diagrams.
- You must not copy someone else's work and present it as your own.

Students should refer to the Assessment Policy for further details.

# Course Monitoring and Post Training Review

MSA Training and Professional Development fully appreciates and acts accordingly to any feedback that is received. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This allows MSA Training and Professional Development to address any immediate areas of concern. Review and evaluation processes will occur at scheduled intervals over the duration of your training program as well as informally via your trainer.

All students will receive a Learner Survey via email at the completion of training. This survey requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Trainers
- Facilities
- Resources

***Please take the time to complete this questionnaire when you receive it.***



Please note that all students may be invited to participate in various government endorsed projects, may receive an NCVER survey and/or be contacted by the relevant government department (or authorised auditors) to gain feedback or input for audit purposes.

# Course Monitoring and Post Training Review

*The professional development experts*

**Victorian Skills Gateway**

The Victorian Skills Gateway is a one-stop-shop of Victorian vocational education and training to help find the best option for you. It has been developed by the Victorian Department of Education and Training. Searches can be performed on occupations, courses, training providers, video and written case studies. This website is also viewable via a purpose-built smartphone interface.

The courses on the Victorian Skills Gateway website are either regulated qualifications under the Australian Qualifications Framework (AQF), or short training programs comprising units of competency from regulated qualifications. All training organisations on the Victorian Skills Gateway are registered under the Australian Skills Quality Authority (ASQA) or the Victorian Registration and Qualifications Authority (VRQA).

Although the Victorian Skills Gateway only lists courses that a training provider intends to offer during the next 12-18 months, it is important to contact the training provider directly to confirm the availability of a course. Feedback or queries about the website, or vocational training in Victoria, can be received via 131 823 or email tafe.courseline@edumail.vic.gov.au

# Legislation, Standards and Guidelines

Legislation, standards and guidelines that significantly affects participation in vocational education and training includes the:

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2007 (Vic)
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Workplace Gender Equality Act 2012 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Racial & Religious Tolerance Act 2001 (Vic)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Fair Work Act 2009 (Cth)
- Victorian Qualifications Authority Act 2000 (Vic)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)
- Information Privacy Act 2000 (Vic)
- Privacy Amendment (Private Sector) Act 2000 (Cth)
- Education and Training Reform Act 2006 (Vic)
- Education and Training Reform Act Amendment 2010
- AQTF
- Vocational Educational and Training Act 2000 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Working with Children Act 2005
- Public Records Act 1973 (Vic)
- 2015 ASQA Guidelines for VET Providers
- Child Safe Standards

All staff, trainers/assessors and students need to be aware of their obligations under this legislation, standards and guidelines.

Copies of these are available from the Victorian Government's website: www.vic.gov.au or the Commonwealth website: www.australia.gov.au or the ASQA: www.asqa.gov.au

# Equal Opportunity

The aim of the Equal Opportunity Policy is to meet the needs of individuals and the community as a whole through the integration of equity & diversity guidelines.

The key principles of this policy are:

- MSA Training and Professional Development recognises the need for implementation of equity principles via the fair allocation of resources.
- All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum.
- MSA Training and Professional Development recognises the right to equality of opportunity without discrimination for all members of the community.

In particular, MSA Training and Professional Development aims to:

- Incorporate access and equity principles and practices in key processes that affect the outcomes for students in the vocational education and training system.
- Achieve equitable access for all current and potential students to vocational education and training services and programs.
- Increase the participation of people who are under-presented in vocational education, training and employment services and programs.
- Encourage students with a disability to apply for enrolment.
- Encourage positive outcomes for students of the vocational education and training system by giving them enabling skills to participate successfully in vocational education and training services and programs.

# Occupational Health & Safety Policy

MSA Training and Professional Development complies with all relevant Occupational Health and Safety legislation. Staff and trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, staff and trainers will take immediate action to remove or control these hazards and will report the hazard using our online reporting tool. Students are encouraged to report OHS hazards, incidents and "near-misses", either to their trainer or by contacting the office. First Aid supplies are located in the kitchen, along with the contact details of our qualified first aiders and a list of defibrillator locations on campus. Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their training and the relevant floor and building wardens.

The aim of the OH&S policy is to achieve a healthy, low risk and quality working environment, with the commitment and co-operation of all MSA Training and Professional Development employees, students and visitors. MSA Training and Professional Development Centre acknowledges the need to promote health, safety, environmental and quality awareness in the development of standard work practices.

# Language, Literacy & Numeracy Policy

MSA Training and Professional Development recognises that reading, writing, listening, speaking and understanding and applying mathematical concepts and processes are vital skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. The provision of Language, Literacy and Numeracy training and assessment is seen as an enabling activity and therefore an integral pathway into vocational education and training.

All students will have an initial Pre-Training Review that will assess their Language, Literacy and Numeracy as well as ensure they meet the pre-requisites of the course and that the course meets their needs. This review must take place in person and cannot be done via email/post/phone.
The RTO Director, along with administrative staff, is responsible for:

- Ensuring evaluation of Language, Literacy and Numeracy needs of students prior to commencement of course.
- Referring students to specialist support services where necessary
- Advising students who do not meet the LLN requirements of the course that they may not enrol and where possible referring them to a more suitable training course.
- Ensuring individual assessment evaluation is made, results are communicated to the relevant trainer and appropriate adjustment/s is/are made to training and assessment tools.
- Developing Training Plans reflecting any adjustments that need to be implemented.

# Privacy Policy

Privacy provisions set out how MSA Training and Professional Development will collect, use, keep, secure and disclose personal information that it has obtained from students.  This also gives the individual student the right to know what information MSA Training and Professional Development holds about them, and establishes a right to correct that information if it is incorrect. A copy of the Privacy Policy is available on the website.

## Collection of Information

Information can only be gathered if it is deemed necessary, and the students need to be aware of:

- *How to contact MSA Training and Professional Development.*
- *How to contact the relevant person.*
- *Why the information was gathered.*
- *Who else will have access to the information.*

Information will only be taken from the student directly.  The questions will be restricted to lawful, fair and not unreasonably intrusive ones.  The information gathered can only be used for the purpose for which it was collected.

## Use, Disclosure & Security

MSA Training and Professional Development will endeavour to take all reasonable steps to ensure that the information is accurate, complete and up to date, and will not disclose information to third parties without the written consent of the student, except where legislation or Government requirements require the divulgence of such information.
MSA Training and Professional Development will endeavour to take all reasonable steps to protect personal information from misuse, loss or unauthorised access, modification or disclosure.

## Access & Correction

MSA Training and Professional Development will provide access to information gathered for the correction of information if the student identifies that it is not accurate, complete or up-to-date.  MSA Training and Professional Development will charge a nominal fee as an administration charge.  The individual student is liable to pay this cost.  Access by students will be granted to all information collected or disclosed to a third party, ie: State or Commonwealth Government.

## Recording of Zoom classes

Note that classes run online via Zoom may be recorded for compliance and attendance purposes. The recording is not made public, however may be sent to all students in the class and the trainer of the class. If students wish to leave the meeting due to it being recorded MSA Training cannot mark them as being present for the class which may impact on the student's attainment of certification.

Contact us at msa-monashtraining@monash.edu to find out more or inquire about accessing your information.

# Student Safety and Security on Campus

Extensive security measures are taken to address student safety on campus, including:
- University policies relating to security and safety
- 24-hour security personnel present on campus
- Formation of the Security Advisory Office to provide high level specialist security advice and services
- After-hours security escorts
- Sufficient lighting and/or security surveillance of the campus and carparks
- Well-lit bus terminal inside the campus with frequent services throughout local areas and to connecting train services.
- Internal telephones for direct access to the Security office
- A useful video regarding security on campus can be found at http://www.youtube.com/watch?v=OE5Bw7FOSno



**In an emergency the Security and Traffic Office can be contacted on ext. 333 (internal phone) or 9905 3333. In non-emergency circumstances they can be contacted on 9905 3059.**

# Child Safety

MSA Training and Professional Development is committed to child safety and creating an environment that is safe for all children and young people under the age of 18 years. Our inclusive culture is welcoming to Aboriginal children, children from culturally and/or linguistically diverse backgrounds and children with disabilities. We promote the empowerment and participation of all children and encourage them to become valued members of the Monash community.

**We have a ZERO tolerance approach to child abuse in all its forms.**

We have strategies in place to create a culture of child safety across our organisation. This will enable children and their parents to feel comfortable raising issues of child abuse and will ensure our staff, trainers and volunteers will be responsive to the needs of children.

# Appeals/Complaints Policy

MSA Training and Professional Development is committed to facilitating a learning process that is both beneficial and enjoyable. If you have a grievance that is affecting your ability to complete your training program, it is important to let your trainer know of any concern. This also applies to students who wish to have an assessment decision reviewed. All students have a right of appeal regarding their results. If you feel your concern has not been dealt with to your satisfaction, you are encouraged to lodge a Complaints and Appeals Form with the Course Coordinator. This is a formal, documented process that allows us to gain details from you about the complaint or appeal and then take steps to address the issue. The Complaints and Appeals Form can be obtained from our website or by contacting our office on 9905 3180.

# Tuition Fees

Tuition fees vary from course to course and depend on your eligibility for government funding and/or concessions. Refer to the Indicative Student Tuition Fees table on our website.
Please note that fees apply for replacement certificates ($22 each) and may apply for re-assessment and extensions. Fees for extensions are $30 per unit per month.

# Refund and Transfer Policy

This policy is to be made available to students and prospective students on the website www.msatraining.edu.au. The conditions for obtaining a refund or transfer are detailed below:

- An enrolment form, along with payment (in full or as a deposit) or a signed Payment Authorisation Form, constitute a binding contract.
- Courses are to be paid for prior to commencement of the course. Fees for Certificate III, IV or Diploma level courses may be paid in instalments via a payment plan.
- Should the student be unable to attend, a substitute nomination is welcome at no extra charge. This does not apply to situations where the enrolment is funded through the Victorian Skills First program and may not apply to enrolments in Nationally Recognised Training courses where entry requirements and attendance requirements apply. Such a decision will be at the discretion of the RTO Director.
- Applications for refund or transfer must be received in writing at least 7 days prior to course commencement for all short courses and at least 14 days prior to all Nationally Recognised Qualifications. Refunds from Short Courses incur an administration charge of $60, refunds from Nationally Recognised qualifications incur an administration charge of $300. Transfer from Short Courses incur an administration charge of $35, transfers from Nationally Recognised qualifications incur an administration charge of $50. Charges apply to each and every refund/transfer. All transfers must be taken within a 12-month period, transfers that go over the 12-month period will forfeit their fees paid.
  - If you wish to enrol after 12 months, you will need to pay in full for your new enrolment.
- Withdrawing from a government-funded course may impact on your eligibility for future funding with us.
- Students withdrawing less than 7 days prior to course commencement are not entitled to a refund.
- Students withdrawing less than 7 days prior to course commencement who feel they have exceptional circumstances which warrant a refund, are welcome to submit a completed Refund Form. All such applications will be assessed in line with our Refund Procedure.
- No refunds can be made for cancellations received less than 7 days before the course commencement.
- Fees paid via cash, cheque/money order or EFTPOS will be refunded via Electronic Funds Transfer (EFT) into the student's nominated bank account. The processing of EFT refunds can take up to 3 weeks.
- Fees paid via credit card will be refunded back to the same credit card. For online credit card payments, refunds will be processed via SecurePay back to the same card.
- Fees paid via EFTPOS may be refunded back to the debit card, however this will require the cardholder to be present during the processing of the refund as the PIN will be required.
- In the event of cancellation by the student, where full payment has not already been received, MSA Training and Professional Development Centre reserves the right to recover monies as follows:
  - If notice is received more than 7 days prior to commencement no payment is required. A refund, less the administration charge, will be issued.
  - Where notice of less than 7 days is given, 100% of the course fees are payable. For payment plans, this means that instalments will continue to be charged to your card or bank account and must be paid in full.
- MSA Training and Professional Development reserves the right to cancel / postpone programs. Every effort will be made to ensure applicants for cancelled courses are placed on the next available program. Wherever possible, enrolled students will be given at least 3 days' notice in the advent of a course being postponed or cancelled. In the event that a course is cancelled or postponed by MSA Training and Professional Development a full refund will be available to all applicable students.

# Student Code of Behaviour

**Purpose**
The following Code of Behaviour is intended to ensure that each member of the MSA Training and Professional Development community enjoys satisfactory conditions in which to study and work, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves or MSA Training and Professional Development. Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited and will be dealt with accordingly.

**Scope**
This policy applies to all currently enrolled, prospective and past students of MSA Training and Professional Development.

**The Code**

1. ***Health & Safety***
   Students are required to observe any lawful directions given by a staff member of MSA Training and Professional Development in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the OHS legislation and policies.

2. ***Monash/MSA Property***
   The property of MSA Training and Monash University, as well as that of individuals, shall be respected. The unauthorised entry into, use, theft, damage, or destruction of MSA/Monash buildings, equipment or property is prohibited.

3. ***Smoking, Alcohol, Drugs, Gambling & Theft***
   Smoking is not permitted anywhere on the Monash University campus. Prescription drugs that may affect performance/behavior need to be disclosed and a medical certificate provided. In such instances, a management plan may be put in place. The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, gambling, theft and other infractions that may be carried out. Such breaches may also result in students being requested to leave class, or being expelled from the course.

4. ***Possession of Dangerous Items***
   Students may not use or carry prohibited and/or dangerous articles/weapons whilst training unless authorised to do so and whilst under the direct supervision of a trainer.

5. ***Disruptive or Disrespectful Behaviour***
   Students must not engage in any disruptive or disrespectful behavior. This includes, but is not limited to: interrupting, shouting, communicating disrespectfully to staff/students/trainers, swearing, using discriminatory language or behaviours, issuing threats, bullying, harassing, intimidating others, arriving late for class, unnecessarily moving around the classroom, playing with electronic devices/games or any other behaviour which interferes with the learning of others and impedes the trainer's ability to teach the class. Student conversations in class should be relevant to the topics being studied. It is not acceptable to overshare about your personal life in class as others may be personally triggered or affected in ways of which you may be unaware. A formal discipline / warning system exists within MSA Training and Professional Development. Disruptive, unacceptable or disrespectful behavior, or behavior which threatens the safety or wellbeing of others may result in students being expelled.

6. **Zoom Etiquette**
As far as is practicable, students should use a clean, quiet place free of distractions for their Zoom classes. Students are required to make sure their full name is displayed on Zoom. Instructions from the trainer must be followed regarding the use of your microphone and camera. Students must not share their Zoom links and passwords with others. Students are expected to attend and participate in all Zoom classes, it is not acceptable to miss classes and just watch the recordings. Laying in bed in pyjamas for your Zoom classes is not acceptable etiquette, does not reflect workplace standards and is a distraction to others.

7. **Attendance**
Students are required to attend all classes. MSA Training and Professional Development understand that there are some circumstances where a student may have to miss classes and students should discuss their circumstances with staff.
*First non-attendance* – the student will be contacted to follow up on their non-attendance and a medical certificate/statutory declaration may need to be supplied.
*Second non-attendance* - the student will again be contacted to follow up on their non-attendance and a further medical certificate/statutory declaration may need to be supplied.
If a student misses a third class, the matter will be reviewed by the Administrative Officer who will make a judgment on the student's attendance and the required outcome. The outcome may include a catch-up session, further home study, suspension or cancellation of the course. If necessary, this outcome and any further non-attendances may be reviewed by the RTO Director. Any decisions or outcomes from the RTO Director are final.

8. **Phone Calls in Class**
Students are not to make or receive phone calls during training. Mobile phones must be turned off or switched to silent before training commences.

9. **Standard of Dress**
Students are expected to be neatly presented at all times and to maintain good personal hygiene. This is an important part of preparing for the workforce and ensures the safety and comfort of others around you. Any clothing that has words, terms or pictures that may be offensive to others is unacceptable. These standards also apply to classes held on Zoom.

10. **Plagiarism and Cheating**
Cheating, collusion and plagiarism will not be tolerated in any circumstances. Refer to the "Assessment Policy" for further details. https://www.msatraining.edu.au/about

## *Disciplinary Action for Students*

To ensure a transparent and equitable process for disciplinary procedures, it is the responsibility of the RTO Director to ensure that:

- Where disciplinary action is necessary, the RTO Director shall notify the student of the reason. The first warning must be verbal and will be recorded on the student's personal file. The student's trainer may be notified if relevant.
- If a further breach of the Code of Behaviour occurs, the matter will be discussed with the student by the RTO Director, and a second warning will be given to the student in writing and recorded on the student's file. The student's trainer may be notified if relevant.
- If a further breach of the Code of Behaviour occurs, the matter will be discussed with the student by the RTO Director, and a final warning will be given to the student in writing and recorded on the student's file. The RTO Director may take other appropriate actions such as transferring the student to a different class or location. The student's trainer will be notified.
- In the event of a further breach of the Code of Behaviour, the student's enrolment will be terminated. The termination is to be recorded on the student's file. The student will not be eligible for a refund or cancellation of their payment plan. No dismissals are to take place without the authority of the RTO Director.
- Immediate termination of a student's enrolment may occur for acts of serious and wilful misconduct. This is at the discretion of the RTO Director.
- If a dispute should arise over the disciplinary action, the matter should be referred to an appropriate mediator for resolution. Such resolution shall be accepted by both parties as final.

*We trust you have found this handbook to be informative and would welcome any feedback you may have regarding it.*
*Should you have any queries not covered in this handbook please do not hesitate to contact our office on 9905 3180 or email msa-monashtraining@monash.edu*

# Good luck with your training!

**Monash Student Association (Clayton) Inc., RTO Number 21526**