



Marr Mooditj Training

STUDENT HANDBOOK

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Marr Mooditj Training information

Details

Marr Mooditj Training (RTO code: 0393)

Postal Address of MMT

PO Box 1030 Bentley Delivery Centre
BENTLEY, WA. 6983

Site address:

295 Manning Road, Waterford, WA, 6152

Email address:

reception1@marrmooditj.com.au

Course accrediting body

The Training Accreditation Council (TAC)

Attachement to this handbook include:

- Fee information
- Further course information sheet that you have applied to enrol

Dear Student

For over 30 years, Marr Mooditj Training has been offering Training courses and support for Aboriginal people, employers and communities. When you join the Marr Mooditj Training, you are embarking on a journey that is empowering and life changing experience, both educationally, socially, and personally.

This Handbook is a guide for you and to provide you with information before you begin your learning journey. It contains information on the training and assessment, and the support opportunities that is available to you and many other resources to help you find advice and make your own informed decisions as you travel along.

We at MMT are committed to the supporting you through your training and we all take the responsibility for upholding our standards and value. Our values to which we operate is the result of several years of open discussion and collaboration between you, staff, and the funding and regulatory bodies. We expect you to attend to your studies with commitment, good intentions and a positive and respectful attitude.

This Handbook clarifies what is expected of you and we encourage you to honor it all times. All employees at Marr Mooditj are also expected interact with all student in a respectful and honest manner and play a positive role in your life as a student with us. All employees are expected to take responsibility to assist and support your learning and growth and this is your opportunity to make further positive changes to your life, both personally and professionally.

We do expect that there may be times when you might find your studies getting a bit challenging and demanding both on your personal and professional life and we ask that do not give up your studies, rather we encourage you to seek support to get your through those times

We also hope you will consider the numerous possibilities that the training world has to offer you, not only with us but to consider that you CAN advance further in your personal and professional development to gain entry into higher education or employment. We reassure you this training provides the best possible opportunity for you to put yourself out there to gain knowledge and experience as best you can. Don't be shame to ask for help along the way. You are the one making the choices in your life, we have faith you will make the right ones for you, your future and be open to new experiences to get the most from you time with us at MMT.

Your life is very important and please remember, time is not important rather **what you do** with your time is more important, so we encourage you to go out beyond your "comfort zones" Take time to reflect on what it takes to be confident, competent and job ready. Attend all your classes and clinical placements allocated, remember we can offer the best environment for learning, however it is up to you to participate fully in a productive and positive manner.

Participate in activities that are put for in the classroom and the placements, ask questions of your supervisors and educators if you don't understand something. We also say to you if you have doubts

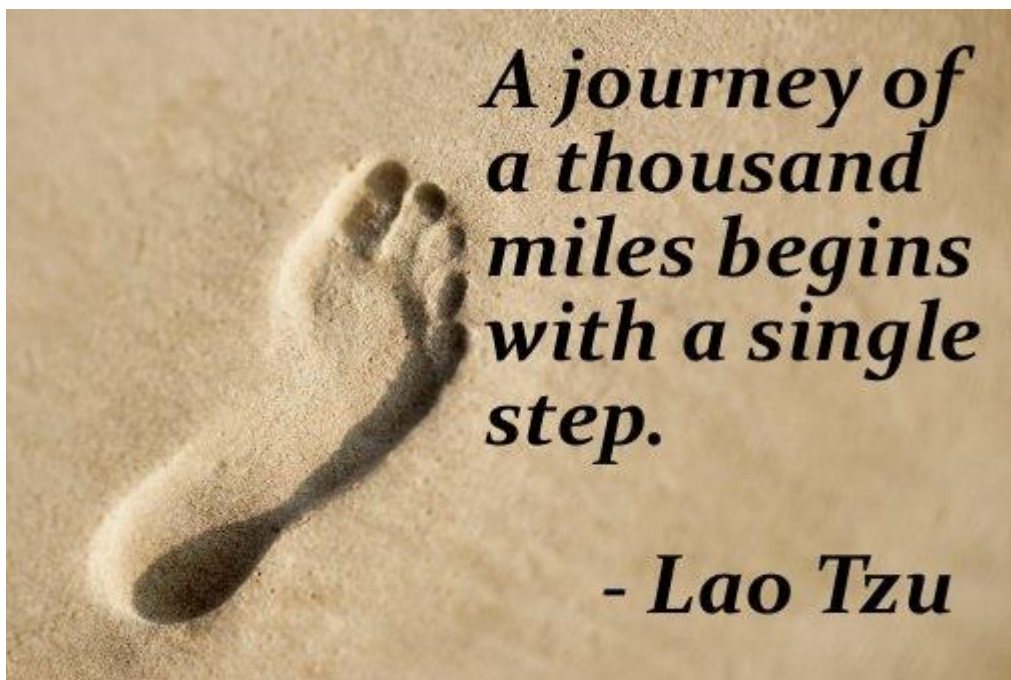
and consider a skills that you feel is unsafe, both to you and your client/patients, then do not do it. **Seek advice always from us or the supervisors in your placement setting. If it is important to you, it's important to us.**

You will have to interact, communicate and work with many people from different diverse backgrounds and this requires you to be reliable, honest and connect to others with authenticity at all times.

We look forward to seeing you graduate and exceed in your life as an employee with your skill and knowledge gained.

Yours sincerely,

On behalf of Management of Marr Mooditj Training



What does VET means

VET means Vocational Education and Training

The Australian Qualifications Framework (AQF)

The courses delivered at MMT lead to a nationally recognised qualification under the Australian Qualifications Framework (AQF). Below is a brief description of the AQF and associated frameworks within the Australian nationally recognised Vocational Education and Training (VET) system.

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the VET sector it assists national consistency for all trainees, you, employers and providers by enabling national recognition of Qualifications and Statements of Attainment.

Where a student achieves one or more endorsed units of competency, MMT will issue a Statement of Attainment. Where a student achieves and meets all of the endorsed units of competency within the qualification is eligible for issuance of the full qualification.

What are Training Packages

A training package refers to components of a Training Package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for the training packages. The Endorsed components refers to the units of competency assessment requirements for each unit of competency. The endorsed components form part of the requirement that MMT must meet under the standards.

The other parts that goes with the training packages are the non-endorsed, quality assured companion volumes which contain advice to RT's on implementation.

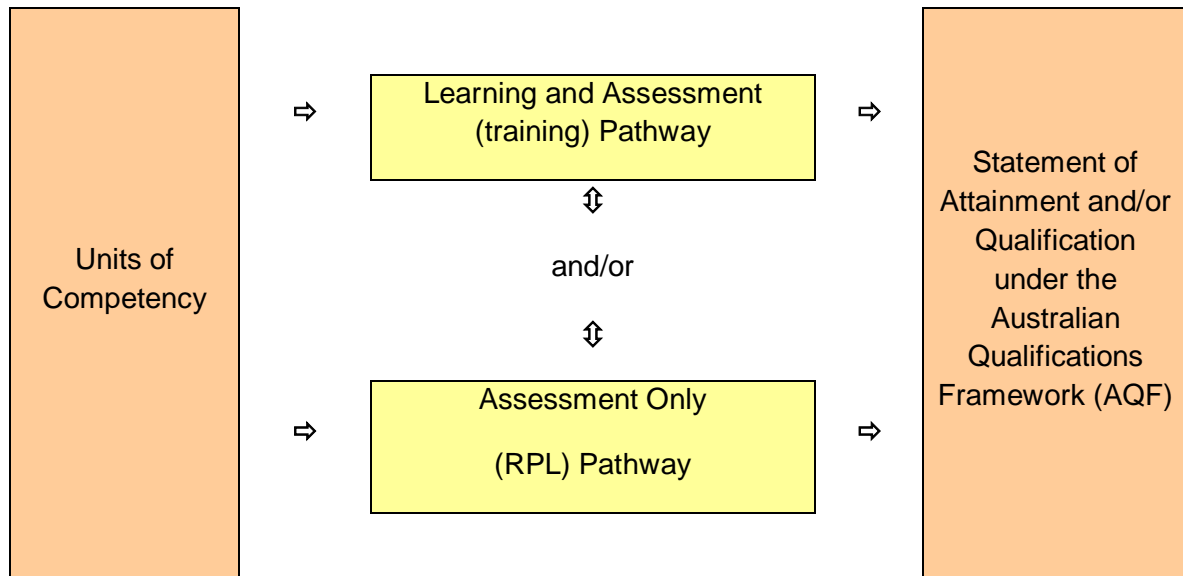
Recognition of Prior Learning (RPL) is;

An assessment process that assess the competency(s) of an individual that may have been acquired through formal, non formal and or informal learning to determine the extent to which you may meet the requirements specified in the training package or VET course.

- A) Formal refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment.
- B) Informal refers to learning that results through experience of work-related social, family, hobby or leisure activities (example is you might of work as a office administration officer).
- C) Non formal refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF statement (example is

you may have done many professional development while working as the Office administration officer over few years, but the PD program is not accredited and you only receive a participation certificate).

Assessment under the Health Training Packages leading to an Australian Qualifications Framework (AQF) Qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram:¹



MMT offers a two-stage RPL process to all you. Should you wish to undertake RPL for any competencies you think you already have, please contact MMT, who will provide you with RPL Guidelines. Please note that RPL will attract fees.

Existing you will be provided with RPL for units they have completed in full, and also for underpinning knowledge (subjects) they have successfully completed previously (please note that practical assessments are required for full achievement of the units).

RPL for underpinning knowledge will require you to show equivalence between the subjects they have completed and the content required for the applicable units of competency and for the practical component will usually involve you to undertake practical assessments, including observation.

On request MMT will provide you with the RPL booklet and discuss what is needed to be completed and all supporting documentation attached in order for MMT to process your request for RPL.

For further information contact the RTO Administrator at robert@marrmooditj.com.au

MMT RTO Regulatory Body

The Training Accreditation Council (TAC) is Western Australia's registering and course accrediting body. Marr Mooditj is registered under this body to operate as an RTO. This body is responsible for the monitoring quality assurance and recognition of vocational education and training (VET).

Marr Mooditj must ensure we meet all the standards and conditions of its registration.

If you are enrolled into the The Certificate IV in Aboriginal and or Torres Strait Islander Primary Health Care Practice, you may apply for the registration at end of your studies. There is a fee for this registration and we will assist you throughout the process

- After you have enrolled in the program of study, Marr Mooditj is required to provide the relevant National Board with a list of enrolled students (you do not need to do anything at this stage if enrolled in this course).
- On receiving this list, the National Board will make note that you have been enrolled. At the end of your studies you then apply for your registration by providing all your details and fees directly to the board. Then you must wait till the board make contact with you – this can be a 4 week waiting period.

Quality Indicator requirements

Marr Mooditj is to comply with the Standards for Registered Training Organisations (RTOs) 2015 and is required to collect and report your performance against the student engagement, employer satisfaction and competency completion quality indicators to our Registering body. This means that you will be provided with a survey that will collect data on MMT services and this data is uploaded and submitted to the relevant body.

Accredited Courses

When a course has been accredited it means it has been accepted and approved by the RTOs regulator and MMT would be able to issue a qualification or statement of attainment following its full or partial completion. Once a course has been accredited, it is listed on the National Register (www.training.gov.au)

Recognition of Nationally Recognised AQF Certification from other providers

MMT will recognise Qualifications and Statements of Attainment issued from other RTOs. For this recognition to take place, Qualifications and/or the units of competency listed on the certificates must have the same code and title as those required for the courses offered by MMT.

This recognition leads to full credit transfer and you may not need to enrol in any units where you have achieved full credit transfer. This process is different from the RPL process described above, and does not attract any fees.

For a student to gain credit transfer, you must provide the correct evidence of your existing statements issued and must be direct equivalence to the credit transfer you are seeking. Should you wish to claim recognition for nationally endorsed units of competency you have already attained, please contact the RTO Administrator at robert@marrmooditj.com.au, who will explain the required processes and requirements.

Transitioning arrangements/expiry of accredited courses

At times it may be required that training packages are reviewed and changes made due to industry needs or regulatory laws, should this happen, then MMT will inform you of the changes by:

- discussing this with you during block meetings with student services and managers
- MMT will ensure that you are not disadvantaged or affected by any employment opportunities that may be available to you and will ensure transitioning to new changes meet the standards
- MMT will offer you other courses internally or may refer you to another RTO offering the same course

Assessments

Marr Mooditj adheres to the assessment requirement as per the Standards for RTOs 2015 and listed below are some of the information around assessment and what must be considered by you as the learner undertaking any assessments. You have the right to access the training with the right resources and be able to practice the skills over a period of time both in a simulated environment and in the real work place setting. You will only be deemed competent when you have demonstrated sufficient and reliable evidence to show you have the correct skill and knowledge.

During your assessment you will be required to demonstrate your ability to perform relevant task in a variety of situations, including in your work placements. You will be required to understand what you are doing and why you are doing it. The assessment is very important part of the training as we need to ensure student are job ready and can perform competently and safely in different context and environments. Your assessors must provide you with information on the assessment process before, during and at the end of every assessments. MMT is obligated to you, the relevant industry and employers to ensure we provide the highest possible training, using the correct resources/equipment. This is reflected in you when you are able to carry out the task and demonstrate you knowledge competently and safely.

You need to know what you are doing and why you are doing it, if not then it is important that you don't not carry out the assessment task STOP and ask your assessor to either give your more time to practice before re-attempting the task. Do tell your assessor why you need more time to practice so they can ensure adjustment can be made if required.

As a student you must have opportunity for reasonable adjustment if needed to be made during the assessment. This is an opportunity for you to resit your assessment within a

reasonable time frame. If you have any special needs that may limit your access to assessments, such as a physical or learning disability, or English not being your first language, please let your educator know and further adjustment can be made.

Reasonable adjustments related to changes that can be made to the assessment process to improve accessibility, such as modification of the assessment method (such as verbal assessment, rather than written) or provision of allowable aids (such as large print assessment materials) may be considered. Please note that reasonable adjustments cannot be made if they compromise the outcomes stated in the units of competency, or if they break legal or statutory requirements.

This is why it is important that you ask lots questions and practice the skills over period of time, more than three times in different context and settings so you can be sure your feeling competent and ready for assessments and understand what is expected of you at all times.

What is an assessment agreement?

The assessment agreement describes the assessment process, required outcomes and assessment tasks as per the block delivery, and a schedule of assessment tasks for the block. Your educator will explain this assessment agreement to you, and you will be required to sign the assessment agreement. This agreement must be filed and a copy will be provided to the student. Assessors are required to ensure you are informed and understand the assessment requirements expectation

Assessments will be on-going. You will be required to maintain reasonable progress throughout the course, in order to meet the outcomes of the units covered. This ongoing assessment is required to ensure that assessments are carried out over a period of time and in a range of situations, and that evidence of competency is demonstrated consistently.

Assessment outcomes

You will be provided with feedback on your performance after each assessment task; should your performance be considered “not satisfactory”, your assessor will discuss your options with you, including further practice or remedial studies.

Should you be found “not yet competent” in any of the units, you will be provided with an opportunity for a re-sit of any tasks that were non-satisfactory at a time set by MMT. As with all assessments, the re-sit schedule is non-negotiable, except under exceptional circumstances.

Assessment appeals

If you wish to appeal an assessment decision, our appeals process is as follows:

1. Discuss your concerns with the assessor and the assessor must provide you with clear and accurate feedback on why the assessment decision of “not satisfactory” or “not yet competent” (for a unit) has been made. This feedback will include what was done well, and why, and what was not satisfactory, and why. The feedback will also include suggestions on how to improve your performance and suggest remedial actions.
2. If you are still not satisfied with the assessor’s decision, you may access the appeal form and submit to the RTO Administrator to initiate the formal appeals process by gathering all evidence to do with the assessment to review and must advise you of further action:
 - This may be in the form of rescheduling another assessment date and assessment method
 - Allocating another assessor to supervise assessment
3. The assessor will inform you of the re-assessment decision during a formal feedback session, and will provide you with feedback on your performance. The results of this re-assessment will be recorded in the appeals form, and a copy provided to you. Should the re-assessment decision is the same as for the original assessment, and you are still not satisfied, you may choose to have the last third assessment resit done. If this final assessment is still not competent, then you have right to appeal further
4. Remember that MMT as a registered RTO must comply with assessment requirement per Units of Competence and if this does state a specific requirement assessment performance and currency arrangements, the assessor or RTO Administrator will advise you of the requirement.

The appeal form is located at front desk.

- If you choose to take your appeal further, please contact the:

Training Accreditation Council
PO Box 1766
OSBORNE PARK, WA 6916
Phone: 08 9441 1910
Email: tac@des.wa.gov.au

Enrolment Process

You can enrol by going onto our website: www.marrmooditj.com.au - click on enrol now or you can download the enrolment, fill it in and post back to us at address provide below. You can also come into Marr Mooditj Training and we will offer guidance.

Our postal address is:

- Marr Mooditj Training
Box 1030 Bentley Delivery Centre, WA 6983.

Option 1 Online Enrolment

Marr Mooditj is pleased to announce that our online enrolment is now available for all students.

[Start your application now!](#)

Option 2 Download Enrolment Forms

Please download the enrolment form for your course, fill in all sections and return completed and signed to Marr Mooditj Training. If you do not fill in all sections including which concession rates applies to you. Your application will not be processed further.

Once we process your application;

1. Once we have received your application we will send you a letter of acknowledgement by mail to you within two(2) working days of receipt of your application. If you have not received a notice please contact Marr Mooditj Training.
2. Upon successful enrolment will send you a confirmation of your enrolment within five (5) working days or if we require further information we will contact you to discuss your enrolment.

Supporting evidence for enrolment

You may need to provide the following information when you enrol into a course as these maybe required for when we make arrangement for your work placement, the following documentation or certified copies thereof;

- A current police clearance certificate
- A "Working with Children Clearance" certificate
(You pay any associated costs.)
- If you require Support with accommodation you will need to provide a copy of your Abstudy eligibility

STUDENT INDUCTION

All students are expected to attend the orientation on their first day as valuable information relating to training and assessment and MMT's policies and procedures will be covered. If a student is unable to attend due to exceptional circumstances, the Student Services Manager must be contacted to inform him/her of the situation, so that alternative arrangements to receive the relevant information can be arranged.

The orientation program is facilitated by the Student Support Services team, it includes:

- Familiarisation with the campus and facilities

- Assistance with obtaining Transport Concession Cards/Smart Rider
- Meeting the educators, LL&N teachers, and administrative team
- Information about course attendance and study skills
- Information about support services MMTAC offer
- Nursing Student Handbook aligned with MMTAC Policies and Procedures
- Evacuation Procedure
- Overview of complaints and grievances policies

Changing/updating your information

It is very important that we remain in contact with you to provide you with updates and information as you progress with your studies. How we communicate with you maybe via text messages to your mobile number, your email address and or in a letter. If at any time your numbers or address change please advise us as soon as possible.

Some times we have to make changes to a block start date, we will send you an SMS message on your mobile phone advising of the change as earliest at possible.

UNIQUE STUDENT IDENTIFIER (USI) NUMBER

Student undertaking training in the VET sector **will be required** to have a USI. The USI is a referencenumber. It is intended to provide you with a full record of your VET achievements over time. This must be provided to Marr Mooditj with your enrolment application. If you do not have a Unique Student Identifier you can log onto www.usi.gov.au and click on Create Your USI, you will need a form of identification such as the following:

- Medicare Card
- Australian Passport
- Australian Birth Certificate
- Australian Drivers Licence
- Certificate of Registration By Descent
- Citizenship Certificate and ImmiCard (**ImmiCards** are official, secure immigration credentials that contain a photograph and personal details such as surname, given names, date of birth and gender)

Fee and charges information

- Marr Mooditj must charge you fees where applicable. The MMT courses are funded under the Department of Training and Workforce Development. As it is publicly funded training, Marr Mooditj Training must follow the fees and charges which are determined by multiplying the applicable course fee rate by the nominal hours for each unit in the course that you enrol in.
- Fee payments are not paid in advance, and please note the fees may be subject to change from year to year as per the DTWD policy on fees.
- During the Induction process Marr Mooditj provides you with a payment plan and a Centre pay deduction for
- m so that the fees may be deducted on a fortnightly basis from your Centrelink payment.
- Students must continue with their Centrepay deductions until their fees have been paid.
- For students that are enrolled in Cert IV Training and lower, you must provide a copy of your Health Care Card for eligibility for the concessional rate (if you do not provide this, then you will pay the non concessional fee).

Waiving of fees

Severe Financial hardship definition is considered severe hardship only where you are unable to provide food, accommodation, clothing, medical treatment, or other basic necessities for yourself and or your children/dependants

- **The criteria you must meet for severe financial hardship are:**
 - Department of Human services low income health care card
 - Can demonstrate with evidence your income is low and you finding is very difficult to meet basis living needs or those of your children or dependants
 - The severe hardship is long term (more than 12 months)

Hardship Applications are available from the Finance Department. You must include pay slips, bank statements and utility bills and rent

Debt recovery procedures

Marr Mooditj has a fair and adequate recovery process in place to manage the collection and recovery of monies. This may be given to a debt collection agency to recover the fees if your fees are outstanding and you have not made any agreement with us.

Advice of withdrawal

It is important that you provide us with advice of you withdrawing from the course. This will stop any payment being made by direct debits to us and also we can close of your file. This is the same if you cannot attend blocks and wish to defer your studies until further notice. You are advised that if you are receiving payment for studies, you must also notify them of your circumstances. At times the Government body may request roll book/attendance sheets to see student are entitle to receive full time study payment.

Written advice of withdrawal is necessary to ensure you're eligible for refunds. Requests for refunds must be lodged within 10 days of the official withdrawal date.

Refunds of fees

You are entitled to a full refund of fees and charges where:

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

You may be approved a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available educator, or due to other circumstances caused by Marr Mooditj Training.

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

Below are reasons why refunds may be given:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents a student from completing a program of study; or
- Other exceptional reasons at the discretion of the Chief Executive Officer.

All supporting documentation for refunds must be provided before a refund is given.

Marr Mooditj Training reserves the right to;

- ❖ refuse student attendance in the course
- ❖ not provide student with his/her results
- ❖ Not issue a Certificate/Diploma at the end of the course, if the course fees are not paid.

Cancelling a course

MMT will provide sufficient notice to you of the cancellation of any MMT courses. You will be provided with a choice of a full refund or the opportunity to use the pre-paid fees to enrol in other courses.

MARKETING AND PROMOTION

Marr Mooditj aims to promote the training and services we offer during community events throughout the year and at times a student group are welcome to practice their skills at these event such as taking blood pressures and or using height weight charts ect.

MMT also encourages you to attend these events with marketing staff; such you must do so in a professional manner abiding by MMT's policies and procedures.

Marr Mooditj may use photos of your images and testimonials in the marketing and advertising materials of MMT. Please advise us on the agreement form if you do not wish for us to use your image for promotional material.

Occupation Safety and Health (OSH)

Marr Mooditj Training is committed to providing a physically safe, healthy and secure working environment that eliminates accidents and incidents that could result in personal injury or ill health to you, staff, contractors and visitors to MMT. It is the responsibility of all persons at MMT to maintain your own safety and to not adversely affect the health or safety of others.

All students and staff;

- Have a duty of care for own health & safety and of others affected by their actions.
- Must comply so far as is reasonably possible with the safety procedures and directions given by MMT.
- Must not wilfully interfere with or misuse items or facilities provided in the interest of safety and health of all students and staff.
- Must report incidents, accidents and hazards to MMT managers.

MMT maintains full compliance with all OSH legislation and regulatory requirements specific to the industry in which it operates.

It is the responsibility of both MMT staff and students to identify, report and control hazards in consultation with MMT. Similarly, it is the responsibility of staff, students and visitors to the workplace to report all incidents and accidents.

MMT is responsible for the provision of personal protective equipment used at MMT. It is a requirement that all workers correctly use and maintain the personal protective equipment (PPE). It is also the responsibility of students and staff to report PPE that requires specific maintenance or replacement.

Emergency procedures

During the initial induction on the first day, all you will be informed on the emergency procedures to follow in case of an emergency.

In the case of an evacuation emergency you must follow these steps:

1. Follow instructions from the Warden
2. Evacuate the area in a calm and orderly manner
3. Meet at the designated assembly area, as provided in the Evacuation Diagram
4. Remain at the assembly area so that educators can ensure all you are accounted for

5. MMT displays evacuation plans throughout the premises and this will be discussed during orientation by the Student Services Manager whom will walk you through the evacuation process and also show you the designated assembly area on the Clontarf oval.

In the case of an emergency evacuation the Lift must **not** be used.

As soon as staff, students and visitors have been evacuated, the Warden will do a final check of the Administration and Training buildings to ensure that everyone has been evacuated.

Note: For students that attend MMT during school holidays to use the library or computer room facilities, you must advise the Student Services team, so that we are aware that you are in the building, should an emergency evacuation occur.

Student parking

Student parking is available at the designated area, at the bottom of the hill next to the Clontarf Oval.

Café

A café is located on the campus which offers reasonably priced and healthy food for students. Microwaves, a fridge and water stand is available for student usage, students must keep these clean and tidy at all times.

Creche

Many students attending MMT are faced with critical decisions about childcare for their children. In making a decision to return to learning, it is as important for parents/caregivers to consider their own needs for class and study time as it is to attend to the well-being of their child/s. MMT runs a crèche for students to access while they are attending class on the campus.

MMT Crèche is:

- Available for children from 1 year to 5 years of age.
- Applications must include emergency contact and medical information about the child, and must be completed before a child attends the crèche
- Students must provide the child's immunisation record for file
- Crèche opening times are Monday to Friday, 8.30 am – 12 noon, and 1 pm – 4.30 pm.
- Students are required to pick up their children from crèche during their lunch break
- Students that have children enrolled in the Creche, are not able to leave the campus. You will need to arrange alternative care for your child during your excursion time.

During lunchbreaks, parents and/or caregivers must supervise children at all times, you are responsible for the safety and wellbeing of your children at all times. Children must not be left unattended or taken onto the balconies.

Should a child become unwell, you will be asked to pick your child up from the crèche, you must not return the child until he/she has recovered or until you have provided a Dr clearance, this prevent the spread of infectious and viruses to other children in attendance at the crèche.

STUDENT SUPPORT

Support Services aims to enhance your learning environment and provides **confidential** support to help you to achieve your learning goals. Students' needs will be assessed on an individual basis. There is a variety of support these include but not limited to:

- Assistance with Abstudy applications,
- Centre-link applications
- Social activities including BBQ functions for students and staff
- Advice on Financial hardship applications
- Lunch (for metropolitan students) only
- Informal counselling and advise
- Bus transport from Cannington train station (in the drop off bay on Sevenoaks Street)
- Support in applying for all clearances required for course
- Travel and accommodation for country students only
- A friendly connction to have informal yarn
- Assistance with referrals to external services
- Tutoring/mentoring/coaching support
- CAVSS
- Cultural enrichment
- Excursions
- Resume, addressing selection criteria, cover letter & job interview techniques
- Career development and advice
- Maintain student noticeboard
 - Job vacancies
 - Scholarships
 - Bus & train time-tables
- Study Skills

Disability Support

MMT will make all reasonable efforts to ensure that students with a disability can participate effectively in training and assessment.

Students with a physical or intellectual disability that may have limited access to training or assessment should contact the Student Support Services Manager for an interview, who will discuss options for improved access, such as wheelchair access, technology assistance, Auslan interpreters. This information will also be provided to the educator so that alternative assessment methods can be arranged, if required.

Language, Literacy and Numeracy (LLN) support

A team of experienced and qualified LL&N teachers are available to provide this support service.

LL&N team offer the following supports:

- Designated LL&N team member for the course during your training with MMT
- Identify students LL&N support requirements, LL&N teachers will discuss, plan and develop individual programs for each student, taking consideration of your personal status.
- LL & N skills workbooks are developed for students to practice their knowledge
- LL&N teacher to attend classes with course educator in team teaching capacity to provide support to students.
- Provide small group or individual support during class or after class.
- One-on-one support and group support before class (8.30-9.am), during and after class (3.45- 4.30pm).
- Ongoing study skills workshops covering computer skills, researching skills, note taking, reporting writing and study skills.
- Practical workshops for preparing resume, job application, addressing selection criteria and interview skills.

Informal Counselling/Personal support

Student Support Services staff are available to help students explore ways of juggling responsibilities that will foster emotional and physical health.

- Student Support Services may offer external referrals to counselling services if formal professional counselling is required. Student will be responsible for any cost.

Student notice board

There are 2 Notice boards at Marr Mooditj. One is located on the wall near Student Services between Classroom 3 & Classroom 4 and the other is located at the back door of the Administration building. The Notice Boards provides the following information:

- Census dates
- Job Vacancies
- Mini workshops provided by the LLN team
- Agency flyers applicable to the community
- Student Services Memo's for students
- Scholarship application - You are encouraged to seek other scholarships that maybe available to you and this information may from time to time be placed on the student notice board

Student code of conduct

As a MMT student, you will be expected to conduct yourself in an appropriate manner and respect the rights of others. Your training may be terminated if you display behaviour that is disruptive or inappropriate towards your fellow students or MMT's academic or administrative staff.

Please note that, for safety reasons, children are not to be brought onto MMT's premises beyond the reception area without seeking permission.

Student behaviour

It is expected that you will:

- Adhere to the guidelines set out in this Handbook
- Carry a MMT Student Identification card whilst on work placement
- Act with integrity and respect for yourself, other students, visitors and staff.
- You shall not act indirectly or directly in competition with MMT or in dealings with others that may be in competition with MMT.
- Help to maintain a safe learning and working environment
- Attend orientation
- Report any identified hazards to MMT staff.
- Keeping long hair tied back and wearing suitable clothing and required personal protective equipment during practice and clinic sessions.
- Follow the complaints process.
- Participate in a reasonable manner in all activities throughout training classes and on placements
- **Attending all scheduled classes and work placement on time.**
- Maintain a co-operative and productive attitude.
- Be respectful to self and others
- Meeting scheduled timeframe for the completion of study work.
- Completing work without plagiarism or cheating (academic misconduct).
- **Not divulge any confidential client information that they may acquire during a clinic placement.**

MMT is not liable for any loss of student property such as mobile phones, money, bankcards and or any other personal belongings.

Please be advised that any of the following behaviour will lead to the withdrawal of the student from the course immediately;

- Physical violence and or threatening to use physical violence.
- Verbal abuse.
- Damage to MMT / student / visitor's vehicle and or property.
- Caught stealing and other petty crime.
- Vandalism
- Possess, use or distribution of illicit drugs.
- Alcohol use while on campus or alcohol abuse at Marr Mooditj arranged accommodation.

Absentees

MMT acknowledges cultural considerations, which may interrupt study commitments. In the event that a student is unable to attend block days due to funeral commitments, the student must take responsibility to negotiate with the educators for external study (if possible) or make other arrangements. **It remains the student's responsibility to catch up on any study work missed.**

- If a student has to attend a funeral while on block, it is the student's responsibility for all arrangements and associated costs.
- If a student requires time off during practical placement due to cultural considerations, students must contact the Clinical Facilitator immediately so that the Practicum Placement facility can be notified and appropriate arrangements can be made.
- Leaving class/clinic/tutorials/assessments only at scheduled times or with the permission of the educator/assessor.
- When a student is absent from class due to any circumstances, whether beyond their control or not, **it is the responsibility of the student** to notify the educator prior to class commencement that they will not be attending.
- Should your class attendance fall below 80%, MMT has to inform Abstudy and this may affect your Abstudy payments.
- MMT acknowledges that there may be other cultural issues that need to be considered and will endeavour to support and assist in ensuring that every opportunity is given to the student for them to continue their study.

Sickness / medical conditions

- **Should circumstances require a student to be taken to hospital, it is the responsibility of the student to cover any costs associated with using an Ambulance to get to a hospital for treatment.**
- MMT is not in a position to provide medical treatment to you, employees are all trained first aiders and will provide first aid treatment in situations required.
- No Panadol or other medication will be given to a student. You must carry your own medication as advised by your Dr.

Grounds for immediate suspension/ expulsion

Inappropriate or disruptive behaviour that will result in **immediate** temporary or permanent suspension (expulsion) without verbal or written warnings, and without recourse to a refund of enrolment fees may include (but is not limited to):

- Bullying or harassment towards fellow students or MMT's lecturing or administrative staff.
- Refusing to follow MMT staff's instructions or posted guidelines.
- Threatening behaviour and/or verbal abuse.
- Displaying or forwarding pornographic materials of any nature.
- Being on MMT's premises while under the influence of drugs and/or alcohol.
- Damage to MMT's staff, other students and or visitor's property.
- Caught stealing and other petty crime.

- Use of information technology, including mobile phones and other electronic equipment, in ways that contravene the regulations governing it, or to cheat during assessments.
- The use of technology for Facebook or any other social media is not to include MMT business
- Use of mobile phone cameras in ways that violate the privacy of others.
- Plagiarism or cheating in assessments.
- Breaching clinic client confidentiality.

Where a temporary suspension is affected, the length of the suspension will be at the discretion of the Managers Committee. **It is the student's responsibility to undertake any necessary remedial actions to bring him/her up to date for any missed sessions, and to arrange extensions/re-sits for any missed assessments.**

DISCIPLINARY ACTION

Breach the MMT Student Code of Conduct will follow the process below:

1. Where State or Commonwealth laws appear to have been breached, the matter will be referred immediately to the appropriate authority.
2. Where there are grounds for immediate suspension or expulsion, as described above, you will be asked to leave the premises immediately.
3. In any other cases, the educator will provide a verbal warning to the student regarding their inappropriate behaviour.
4. If the inappropriate behaviour continues, the educator will report such behaviour to the RTO Administrator and the student will be provided with a written warning by the RTO Administrator within 2 days of the educator's report. The written warning will provide details of the inappropriate behaviour. A copy of this written warning will be recorded into the student file and also recorded into MMT's Records Management System.
5. Should the inappropriate behaviour continue after the written warning, the behaviour will be reported to the Managers Committee, who may expel the student from the training program without recourse to a refund of enrolment fees.

If you wish to appeal a disciplinary action taken by MMT against you, you may do so by following the Complaints Policy.

Alcohol & other drugs

MMT will not accept anyone attending study under the influence of alcohol or other drugs.

- Use of alcohol or illegal drugs on campus will lead to termination of enrolment as a student with MMT.
- Possession of alcohol or illegal drugs may also lead to termination of enrolment as a student with MMT.
- MMT will contact the appropriate authority if any person is found with illegal drugs on campus.
- While on your placement you must adhere to the workplace policy and procedures at all times.

Dress code

MMT is an adult learning environment that prepares you for the workplace; therefore, you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that would be expected in the workplace.

You will be provided with one free MMT shirt in Block 2 of your course. Should you require replacements for this shirt, you may purchase them from MMT by contacting Reception. All students are required to wear their uniforms at all times while on MMT's premises.

Within MMT's premises, you should wear clothes appropriate to the context, in particular:

- Clothing must comply with occupational safety and health requirements. You must wear all personal protective equipment (e.g., gloves) and/or clothing required in the program.
- Wear appropriate footwear at all times. It is not permitted for anyone to enter MMT grounds or buildings with bare feet. When you are in the Clinical Room doing skills practice and when you are attending Practical Placements, **you must** wear closed flat shoes.
- Do not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness or because of slogans, cartoons, or any symbol or graphics that may provoke, intimidate, condemn or ridicule others.

USE OF INFORMATION TECHNOLOGY

You are encouraged to make use of these resources for purposes relating to study being undertaken through MMT. However, MMT's computing and electronic resources **are not to be used for purposes other than for program/course requirements.**

Any misuse of computing or electronic resources is considered to be an act of misconduct and will be addressed as such. This may mean the withdrawal of access to the resources, or withdrawn enrolment. Unlawful use of computing and/or electronic resources may lead to legal action being taken.

COMPLAINTS PROCEDURE

If you wish to lodge a complaint, the process is as follows:

1. In the first instance, students should bring their concerns to the relevant MMT educator for an informal discussion. In most cases, students' concerns can be addressed through this informal process.
2. If the student is not satisfied with the outcome of the informal discussion, the next step is to contact the RTO Administrator in writing to initiate the formal grievance process.
3. Once the form is processed, the grievance will be discussed at a formal meeting including both parties and a range of possible solutions will be identified. The RTO Administrator will present the student with possible solutions during a formal interview. The outcome of the interview will be recorded in the complaints form, and a copy provided to the student on the next working day.
4. If the student is still not satisfied, he/she may choose to present his/her grievance to the CEO by making a formal appointment. The outcome of the discussion with the CEO will also be recorded in the complaints form, and a copy provided to the student within a week of the meeting.
5. If no satisfactory resolution is achieved through the CEO, the CEO will present this grievance to the Board of Directors. If you are still not satisfied you can go to the EEO or TAC.

Complaint form is located in Student services reception area or front desk area.

Access to your records

MMT is committed to ensure confidentiality. No information can be given to no other than yourself. If you need access to your records please do so in writing to the RTO Administrator. Student records are kept in a locked and secured environment. You must have timely access to current and accurate records of your training and assessment participation and progress.

Students have access to the following:

- Enrolment details
- Learning support needs
- Attendance records
- Records of complaints and appeals
- Outcomes of unit of competency or module level qualification level
- Statements of attainment and qualifications issued

Course Delivery Information

All the courses offered by Marr Mooditj lead to vocational qualifications, based on nationally endorsed competency standards and Marr Mooditj's delivery has a strong practical focus. This practice-focused approach to delivery will firmly integrate theory and practice, providing links between the underpinning knowledge required for effective and safe practice and the skills required across job roles.

NOTE: The following evidence **must** be provided to the Prac Placement Officers at Marr Mooditj before students are able to attend prac placements:

- working with children check
- police clearance

Class times

Class times are as followed:

9am – 4pm (except Monday afternoons, which is 3:00pm finish)

EXCURSIONS

You must complete the relevant forms prior to attending an excursion. Educators will make forms available to you.

MMT accepts no responsibility for any student using your own transport or for any loss or damage to property during your travel to and from excursions.

Students that have children enrolled in the Creche, are not able to leave the campus. You will need to arrange alternative care for your child during your excursion time.

Study plan

You are expected to achieve satisfactory progress in your studies. If you are having difficulty maintaining reasonable progress, you should discuss the situation with your educator as soon as possible. You will meet with your educator and a training plan will be implemented, this plan will be used to mark your progression along the way.

It is our duty to advise you if you are not making reasonable progress as early as possible to resolve any issues that may impact on your ability to study, attend classes or placements. If you fail to make satisfactory progress, written notification to this effect may be given by MMT and you may be required to attend an interview with the RTO Administrator to discuss

remedial action. This will be entered into the study plan and at any time you may also ask for a copy of this plan.

There is an expectation that you will complete your studies within a reasonable timeframe. If you do not obtain the required practical skills or knowledge you may be required to re-enrol into the course and resit blocks of delivery.

PRACTICUM PLACEMENTS

Throughout **each** clinical placement, you are required to keep a **record of your experience and practice at all times**.

You will be given a Practical Placement Book for each placement by the Prac placement officer for your course.

Become familiar with the **Practical Placement Record Book**

- Fill it in every day
- Work on it together with your Placement Supervisor
- Return it to MMT **immediately** the placement is completed

This is mandatory in order to gain **competence** in the training units that have preceded this placement.

No record => no evidence => need to repeat placement!

Student prac placement supervision

It is a requirement that all students are supervised – either directly or indirectly.

Dress codes for students on prac placements

Students on practicum placements must wear their Marr Mooditj shirt uniform, this will be provided to you in Block 2.

Your dress code for prac placement consists of:

- You must ensure your uniform is clean and tidy at all times. It must be washed and ironed daily
- It is very important that you maintain good hygiene standards. Therefore it is **important** that you shower **every** morning before you go to your placement and that you wear clean clothes from the inner to the outer.
- Deodorants should be used, but no strong perfumes.

- Long hair is to be worn off the shoulders in a neat arrangement.
- Fingernails are to be short
- Jewellery **MUST** be kept to a minimum – one plain wedding band and one pair plain stud earrings or sleepers only.
- Closed in shoes with non-slip soles
- Facial hair should be clean, with neatly trimmed beard or moustache
- The policy of the MMT is **that no tongue studs and facial jewellery etc. are to be worn while on practical placement.**
- Students who choose to be non-compliant with the dress code will be withdrawn from the Practical Placement.

Confidentiality of client information on prac placement

The student must at all times hold confidential all information obtained during your learning experiences in a workplace. The student shall not communicate any information concerning the business of the workplace or the personal affairs or conditions of clients and/or patients to anyone outside of the health care team.

A breach of confidentiality will be viewed in a serious light and you may be withdrawn from your studies.

Practice time missed by you

As part of the training course requirement you will be requested to attend work placement in order to achieve your unit of competencies outcomes. If any scheduled practicum placement time for a particular area of experience is missed, the time will be required to be made up in that area.

In the event of being unable to attend a clinical placement the student has to;

1. Notify the clinical venue and preceptor as required
2. Notify the Prac Placement Officer at MMT
3. Obtain a medical certificate for the absence
4. Present the medical certificate to the applicable educator.

Students will be provided with 2 prac placements as arranged by Marr Mooditj, if you do not attend these, then you are responsible for arranging your own prac placement.

Student Responsibilities on Practical Placement

Show that you are reliable, by attending your place of work each day. Be on time and make it a point to arrive at your placement at least **15-30 minutes prior** to commencement of your expected start time to allow for parking and finding your way, and any other contingencies.

Note: if a critical incident occurs during your practicum placement such as: a needle stick injury or a manual handling injury, you must notify the following:

- Preceptor or Senior Supervisor
- MMT Prac Placement Officer, who will further advise you

Your Health and Safety at Practical Placement

Students undertaking Practical Placements will be required to comply with all the occupational health and safety initiatives of the company they are placed with. This may include mandatory or random drug testing. Students who fail a drug test while on Practical Placement will have their placement with the company terminated immediately. Once MMT is advised of the placement termination, action will be taken in accordance with MMT's "Alcohol and other Drugs and Substances Policy – Staff and Students".

Practical Placements are a good opportunity to learn how you can protect your health and safety on the job. Everybody knows that it is essential to learn how to do the job correctly, it is just as important to do that job safely and to be able to recognise what a safe and healthy work environment looks like.

An employer has a legal duty to provide a healthy work place that is free from hazards to workers' health. However, as a student you have an equally important legal duty to protect yourself and make sure you do not adversely affect the health or safety of your colleagues.

You can do your bit for job safety and a healthy work environment - here are some ideas:

- During your theory training at MMT make sure you understand the safety concepts being taught. If anything is unclear, ask your educators.
- Find out about the basic safety laws especially the ones that affect your particular job.
- Ask your Practical Placement host what arrangements they have made about health and safety. You should find out about:
 - Hazards in the workplace and the ways that have been found to control these hazards. Hazards may include high noise levels, electrical hazards, the use of chemicals, lifting of heavy or awkward loads or repetitive tasks
 - Emergency procedures - what are the procedures for fire safety or the emergency evacuation of the workplace
 - What first aid facilities are available
 - What protective gear is available and when must you use it.

If you think there is a danger to your health or safety speak to your Practical Placement host directly, supervisor, safety officer or representative or alternatively, contact MMT or Work Safe Western Australia.

Insurance

MMT holds insurance policies that provide cover for you during your practical placement programs; however this insurance does not cover the student travelling to and from your prac placement. The insurance policy is only valid when you are on **unpaid** work experience.

You ARE NOT Workers' Compensation patients and should not be treated administratively by the doctor or hospital as such.

Regulations and Licensing for Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice

National registration of Aboriginal and/or Torres Strait Islander Health Practitioners as of 1 July 2012 saw the first time Aboriginal and/or Torres Strait Islander Health Workers, working under the title of Health Practitioners, were regulated. Registration is based on the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice and

provides significant reason to ensure the registration qualification aligns with industry expectations and performance.

In the interest of public safety, the Board highly recommends registration if an Aboriginal and/or Torres Strait Islander Health Worker's role involves direct clinical care of patients. "Registration is a way of ensuring that only health practitioners who are suitably trained and qualified to practice in a competent and ethical manner are registered". (Aboriginal and Torres Strait Islander Primary Health Practitioner Board of Australia, Communiqué, December 2012).

The Board's [registration standards](http://www.atsihealthpracticeboard.gov.au/Registration/Forms) and application forms for registration as an Aboriginal and Torres Strait Islander health practitioner are available on the Board's website at www.atsihealthpracticeboard.gov.au/Registration/Forms.

Students that are about to graduate in the HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice can take the following steps to register as a health practitioner:

STEP 1

You apply for registration 4 to 6 weeks before completing your course

STEP 2

Applicants can either fill out an online application (if eligible) or complete the ASGR -81 form [Application for general registration as an Aboriginal and Torres Strait Islander health practitioner for you completing studies in an approved program of study - ASGR-81](#) . All applications require some documents to be sent to AHPRA by mail these may be the following documents:

- Change of name certificate
- Certified copies of all documents that provide sufficient evidence of a student's identity
- Certified copy of a current first aid certificate
- All Academic qualification/s
- Criminal History
- Evidence of Aboriginality
- Details of any impairments and how they are managed

You are to pay a fee for registration and can be made in person or by attaching:

- Cheque
- Money Order
- Bank draft

All payments must be made payable to the Australian Health Practitioner Regulation Agency.

Once you pay the fees, ensure that you keep a copy of the receipt as you may claim this back when you lodge your yearly tax claim.

Professional development portfolio

MMTAC is committed in supporting students to create a professional development portfolio resource that includes your learning and professional achievements. This builds upon your self-confidence and self-awareness by reviewing on your learning and practical experiences.

To develop a portfolio you should take the following steps:

STEP 1

Make an appointment with Student Services and ensure that you bring the following:

- Updated resume
- List of your personal and professional goals and the strategies you have developed along the way
- Copies of statement of attainments/qualifications
- Information on training, seminars and workshops you have attended
- A Reflective Journal relevant of your personal and professional achievements (as guided by your educators during your professional practice learning)
- Bring a USB to keep all your data on.

STEP 2

Work with student services to identify any gaps

STEP 3

Contact organisations to obtain information/documentation where gaps are identified

Marr Mooditj requests that students also commit to this support by meeting the LLN team during lunch breaks so that they can assist students. The professional development portfolio makes it easier to apply for job vacancies and increases employment opportunities.

Graduation

On satisfactory completion of all assessments, including your practical and clinical placements, you will receive your qualification and transcript of results within 30 days. In addition, you will receive a letter inviting you to a formal graduation ceremony in early December.

Please ensure that you complete your RSVP at the bottom of the graduation invitation letter, to confirm your attendance and the number of guests you will be bringing.

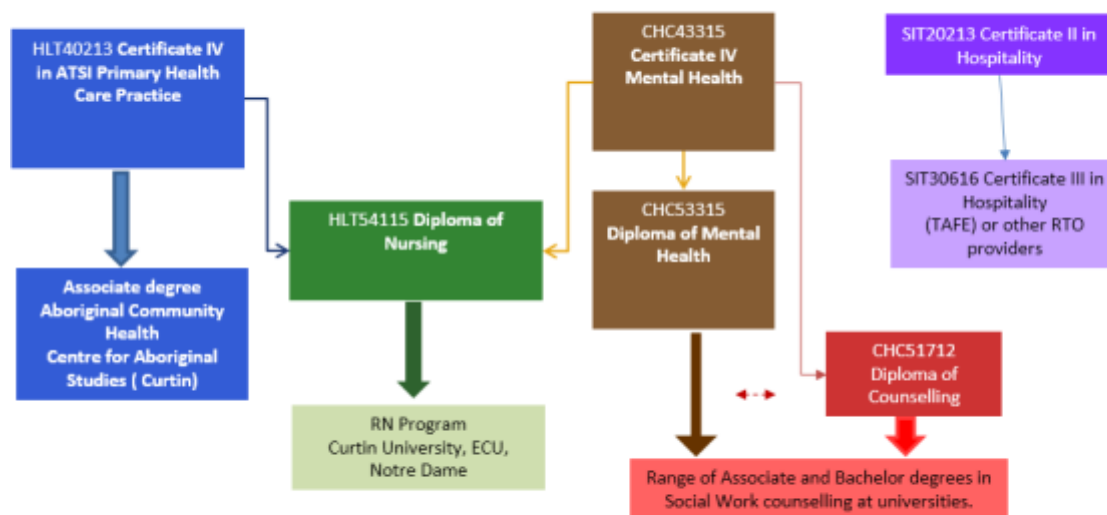
For those students graduating at a Diploma level, you will not need to hire a gown or mortar board, as Marr Mooditj Training will provide those, and this will be discussed further in the lead up to your completion of your Diploma and the graduation.

Career pathways after completion

There are many pathways available into universities which is open to students who have successfully completed the course and would like to further their careers. MMT has links to higher education institutes which will provide further information to you during your studies with us.

The Educators and Student Services will provide you with more information on request, and will discuss these pathways with you as you near completion of your training. MMT also invites guests from tertiary institutions and employers to speak with you about careers and further education and training opportunities, including entry to university.

Pathways for courses offered in 2017



Complaint form

1. Your details

First Name:

Surname:

Contact number:

Please describe how you would like a reply to your complaint addressed to

Email:

Postal address:

2. Did you try to resolve your complain before completing this form? Yes No
If yes with whom: _____

3. Did the above person refer you to complete this form? Yes No

4. Please describe your complaint in details

5. This complaint has affected me because.....

6. Please State what you would you like to happen to resolve your complaint?

7. other evidence to support my complaint

I have attached other supporting evidence

Provide details of the evidence such as photos, emails etc.

8. Privacy and Confidentially

Your complaint will be treated with confidentiality and the privacy, this complaint will be kept on your file.

Office use only

Complaint received by:Date.....

Further action required Yes No

Details of resolution:

Complaint has been logged in registry

Please state all the details about complaint being addressed/and resolved

This complaint received is logged in the C/I registry

Signature: Date: