



# Marr Mooditj Training

## STUDENT INFORMATION HANDBOOK

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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 Marr Mooditj Training, you are embarking on a journey that is an empowering and life changing experience, 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 are 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 supporting you through your training and we all take the responsibility for upholding our standards and values. Our values on which we operate are 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 staff at Marr Mooditj are also expected to interact with all students in a respectful and honest manner and play a positive role in your life as a student with us. All staff 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 you do not give up your studies, rather we encourage you to seek support to get you 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 that 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 ashamed 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 your 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

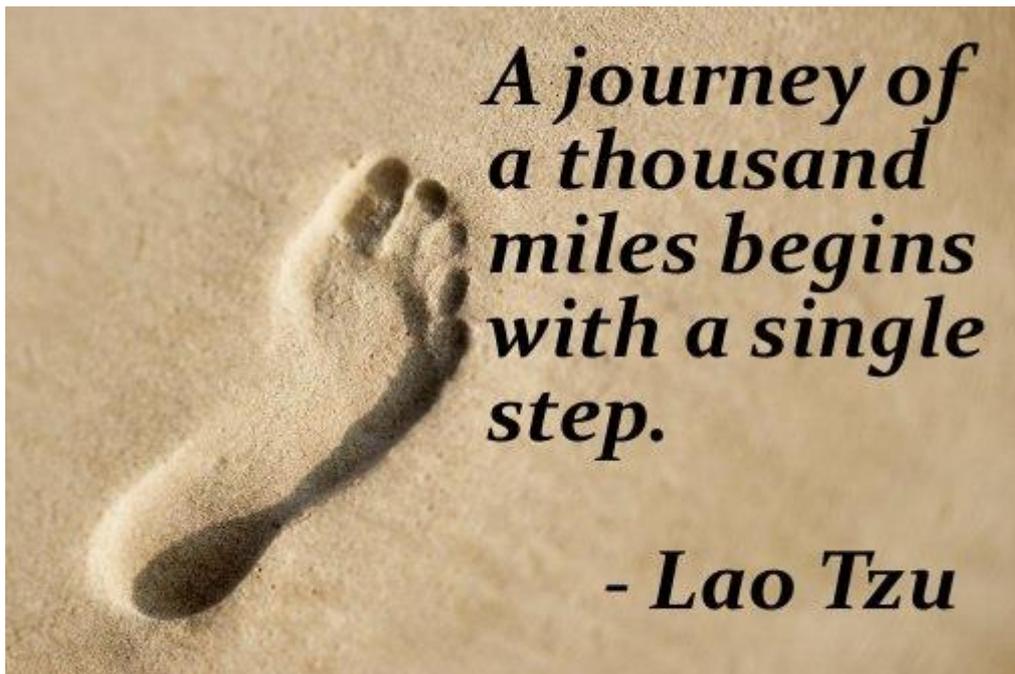
environment for learning, however it is up to you to participate fully in a productive and positive manner.

Participate in activities that are offered 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 skill that you feel is unsafe, both to you and others, then do not do it. **Seek advice always.** *If it is important to you, it's important to us.*

You will have to interact and work with many people from different diverse backgrounds and this requires you to be open, honest and non judgemental at all times.

We look forward to seeing you graduate.

On behalf of Management of Marr Mooditj Training and all its staff.



## The Australian Qualifications Framework (AQF)

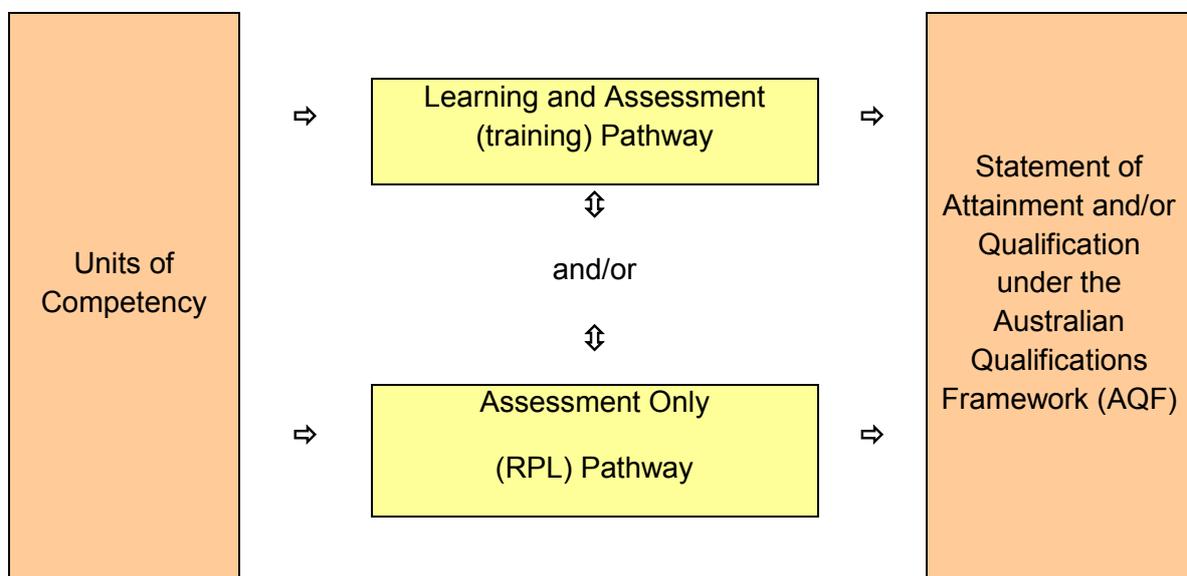
The courses delivered at MMT lead to a nationally recognised qualification under the Australian Qualifications Framework (AQF). Below is a brief description of the AQF and associated frameworks within the Australian nationally recognised Vocational Education and Training (VET) system.

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 participants, 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 the requirements of all of the endorsed units of competency within the qualification they are eligible for the issue of the full qualification.

## What is Recognition of Prior Learning (RPL)

Assessment under the Health Training Package 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.



MMT offers a two-stage RPL process to all of 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.

Students 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 you have completed and the content required for the applicable units of competency and for the practical component, which will usually involve you undertaking practical assessments, including observation.

On request MMT will provide you with the RPL booklet that needs 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](mailto:robert@marrmooditj.com.au)

## **MMT Registered Training Organisation Regulatory Body**

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

Marr Mooditj must ensure it meets all the standards and conditions of its registration.

If you are enrolled into the HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice, you may apply for the registration at the 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 for the HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice 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 makes contact with you – this can be a 4 week waiting period.

## **Quality Indicator requirements**

Marr Mooditj is required 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](http://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 transcripts and Statements of Attainment 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 will not need to enrol in any units where you have achieved 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](mailto:robert@marrmooditj.com.au), who will explain the required processes and requirements.

## What are Training Packages

A Training Package is a set of nationally endorsed competency standards and qualifications used to recognise and assess people's skills in a specific industry, industry sector or enterprise. Competency standards (more widely known as units of competency or units) are not minimum standards; they reflect the standard of performance expected in the workplace.

## Transitioning Arrangements/Expiry of Qualifications and/or Units of Competency

At times it may be required that Training Packages, or units within Training Packages, are reviewed and changes made due to industry needs or legislation or regulation. 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 requirements as per the Standards for RTOs 2015 and listed below is some of the information about 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 a 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 to meet the requirements of the unit/s of competency.

During your assessment you will be required to demonstrate your ability to perform relevant tasks 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 a very important part of the training as we need to ensure students are job ready, and can perform competently and safely in different contexts and environments. Your assessors must provide you with information on the assessment process before, during and at the end of every assessment. MMT is obligated to you, the relevant industry and employers to ensure we provide the highest possible quality of training, using the correct resources/equipment. This is reflected in you when you are able to carry out the task and demonstrate your 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 give you more time to practice before re-attempting a task that you are not sure or confident about doing. 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 appropriate adjustments 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 a period of time, more than three times in different contexts and settings so you can be sure you are 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 each 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 expectations.

Assessments will be ongoing. 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 and reliably.

### **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, MMT’s appeals process is as follows:

1. Discuss your concerns with the assessor. The assessor will provide you with clear and accurate feedback on why the assessment decision of “not satisfactory” (for an individual assessment task) 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, please contact the RTO Administrator (or Nurse Program Manager for Enrolled Nursing Students) to initiate the formal appeals process. You will be asked to put your appeal in writing, using MMT’s appeals form, which is located at Reception. An administrative fee of \$50.00 will be charged for all appeals, to discourage frivolous appeals. Should your appeal be upheld, this fee will be refunded to you. If the appeal is not upheld, you will not be refunded this fee.
3. Once the appeal form is processed, your evidence for theory assessment tasks (such as a theory paper or assignment) will be submitted to another assessor for review. In the case of a practical assessment, a time for you to be observed by another MMT assessor will be set up.
4. If you choose to take your appeal further, your evidence for theory assessment tasks (such as a theory paper or assignment) will be submitted to an external assessor for review. In the case of a practical assessment, a time for you to be observed by an external assessor will be set up.
5. If the re-assessment decision is the same as for the original assessment, and you are still not satisfied, you can choose to take your appeal further, please contact the

**Community Services Health & Education Training Council Inc.**  
PO Box 1738

OSBORNE PARK DC, WA 6017  
[www.csheita.org.au](http://www.csheita.org.au)  
☎ 08 9445 1511

Or you have the option of making contact with

**Training Accreditation Council**  
PO Box 1766  
OSBORNE PARK, WA 6916  
☎ 08 9441 1910  
Email: [tac@des.wa.gov.au](mailto:tac@des.wa.gov.au)

## How to Enrol

You can enrol in by using the following process.

1. In person at MMT Reception.
2. Online enrolment via our website: [www.marrmooditj.com.au](http://www.marrmooditj.com.au).
3. Download the form, scan it and email to [reception1@marrmooditj.com.au](mailto:reception1@marrmooditj.com.au)
4. Completing the Enrolment form and posting it to Box 1030 Bentley Delivery Centre, WA 6983.

Once we process your application

1. Once we have received your application we will send a letter of acknowledgement by mail to you within 2 working days of receipt of your application. If you have not received a letter please contact Marr Mooditj Training.
2. If successful we will send you conformation with 5 days of receipt of your application.
3. if we require further information before confirming with you the final outcome, we will contact you to discuss within the 5 days.

## Supporting evidence for enrolments

You will need to provide MMT with the following documentation or certified copies thereof:

- A “Working with Children Check” certificate/card (to be submitted at Australia Post **There are associated costs**).
- A certified copy of your Abstudy eligibility if accessing Away from Base support. Once you have accessed your Abstudy payment you will need to submit your approved statement to us to ensure that you can access services.
- A current National Police Clearance certificate (this clearance can be applied and paid for through Reception at Marr Mooditj Training).

To lodge a Police Clearance through Marr Mooditj students must also provide a minimum of 1 primary document and 1 secondary document (alternatively 3 secondary documents can be accepted, providing 1 document contains a photo ID).

### Primary

- Full Australian Birth Certificate.
- Australian Passport (current or expired within the last 2 years).
- Registration of Descent.

### Secondary

- Australian Photo Drivers Licence.
- WA Photo Card/ Australian Proof of Age Card.
- Medicare Card.
- Health Care Card.
- Debit or Credit Card.
- Working with Children Card.
- Bank Statement.

For students who are enrolled in Certificate II, Certificate III and Certificate IV, 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 be considered as a non-concession student for your training fees).

### **Changing your information**

It is very important that we remain in contact with you to provide you with updates and information. We will send you this via text messages to your mobile number or in a letter.

Sometimes 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. Students are also sent SMS reminders prior to each block.

If at any time your numbers or address change please advise us as soon as possible.

### **Unique Student Identifier (USI)**

Students undertaking training in the VET sector **will be required** to have a USI. The USI is a reference number. 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 attend Marr Mooditj Training and we will assist you or you can log onto [www.usi.gov.au](http://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)

## Fees and Refunds

Marr Mooditj must charge you fees where applicable. Fees are not paid in advance, and please note the fees may be subject to change from year to year.

The student tuition fees are indicative only and are subject to change given individual circumstances at the time of enrolment. Additional fees may apply, such as for student services and resources. This may mean that you will be charged the full qualification fee, but if the course you are doing is split over more than one year the final full fee may change. Any changes will only be applied to units of the qualification delivered in the second and subsequent years.

Prior to your commencing the course, Marr Mooditj will provide you with a payment plan and a Centrepay deduction form so that the fees may be deducted on a fortnightly basis from your Centrelink payment. You can make changes to this payment plan if your circumstances change.

Students must make every attempt to make payment for their course. If our records show you are not making payment, MMT will send you a letter requesting payment and a new plan to be put in place. This will occur one month after you have commenced your course.

### Waiving of fees

In cases of severe financial hardship, the Financial Hardship form is available. The decision to waive all fees and charges is at the discretion of MMT CEO. Details of the student's enrolment and grounds for waiving of fees and charges must be retained for audit purposes. Marr Mooditj has in place a formal process for the waiving of fees and charges.

#### How to apply for a fee waiver

- a) make an application on the grounds of financial hardship and provide evidence to MMT to make an informed decision, and
- b) Marr Mooditj will advise you of the outcome within 10 days of receipt of your financial hardship application in writing.

Severe Financial Hardship forms are available from the Finance Department, ask at Reception for a form. Please note if you do not provide the information required that must be attached to the form, it will not be processed. All supporting evidence, such as account statement, must be in the name of the applicant.

### Debt recovery procedures

Where approval has been given for a student to pay by instalment, Marr Mooditj is responsible for the collection of outstanding fees and charges. 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.

### Refund of fees

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.

Please see the [course withdrawal and refund application form](#). This form is available at Reception or can be sent, emailed or faxed to you.

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

- 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.
- At any time the course/qualification or unit is cancelled by Marr Mooditj Training and this is beyond your control.

If you withdraw for reasons other than those outlined above, and 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) you 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 a 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.

It is important that should you have difficulties meeting your payments you please contact us at MMT as soon as possible to discuss alternatives arrangements.

### **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 any pre-paid fees to enrol in other courses.

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.

### **VET Student Loans**

Marr Mooditj Training is a current approved VET Student Loans provider in 2020.

From 1 January 2017, the Commonwealth VET Student Loans program replaced the VET FEE-HELP loan program.

This Commonwealth Government program allows students to access loans for courses that:

- Have a high national priority;
- Meet industry needs;
- Contribute to addressing skills shortages;
- Lead to employment outcomes.

Students who enrol in selected Diploma courses may be eligible for a VET Student Loan (VSL) to support payment of fees. The amount you can borrow for your fee is determined by

the Australian government. In 2020, VET Student Loan caps for CHC51015 Diploma of Counselling and CHC53315 Diploma of Mental Health are \$10,528 and HLT54115 Diploma of Nursing is \$15,793.

**VET Student Loans must be repaid to the Commonwealth Government through the tax system once your income is above the compulsory repayment threshold. You must be aware that your loan remains a personal debt until it is repaid.**

VET Student Loans information is available for students at Reception or from the Finance Manager at Marr Mooditj Training.

For more information refer to:

- VET Student Loans information for students applying for VET Student Loans booklet (January 2020 – v4.0); or
- [www.employment.gov.au/information-vet-student-loans-students](http://www.employment.gov.au/information-vet-student-loans-students) for information on accessing the loans and repaying your VSL debt.

## Student Orientation

All students are expected to attend the orientation on their first day as valuable information You will be provided with another opportunity to review all the information already provided to you and have the opportunity to ask questions regarding training and assessment and MMT's policies and procedures

If a student is unable to attend due to exceptional circumstances, the Student Services Officer 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 for the purpose to ensure all students have been fully informed of the following:

- Meet and greet the educators, LLN support educators and administrative team;
- Tour of the Marr Mooditj Training facilities;
- Emergency Evacuation Procedure & Occupational Health & Safety;
- Provide clear overview of expectation form student and MMT staff;
- Information for Away From Base students;
- Explanation of the Australian Qualifications Framework within the Australian nationally recognised Vocational Education and Training (VET) system;
- Recognition of Prior Learning;
- MMTAC RTO Regulatory Body;
- Feedback and Requirements;
- Courses monitored by a Regulator;
- Recognition of Nationally Recognised AQF Certification of other providers;
- Training Packages;
- Transitioning arrangements/expiry of qualifications/units of competency;
- Assessment requirements, agreements, outcomes & assessment appeals;



## Marr Mooditj Training

- Fee information;
- Vet Student Loans;
- Cancelling a course;
- Practical placement information & mandatory requirements;
- Information about attendance and study skills;
- Student Insurance;
- Information about support services MMTAC offer;
- Student Dress Code;
- Student Code of Conduct;
- Overview of complaints and grievances policies;
- Disciplinary action process;
- Access to student records – students have access to enrolment details, learning support needs, attendance records, records of complaints and appeals, outcomes of units of competency or module level qualification level & statement of attainment and qualifications issued;
- Marketing & promotion, including the use of photos of student images & testimonies;
- Student Parking;
- Professional Development Portfolio – this resource includes the students learning and professional achievements, which makes it easier for the student to apply for job vacancies and increases employment opportunities; and
- Self-care – including but not limited to healthy eating, stress management.

### Marr Mooditj Training Marketing

Marr Mooditj aims to promote the training and services we offer during community events throughout the year.

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.

***You have the right to opt out of the usage of your image or testimonial in the Marketing and Advertising materials of MMT by emailing [reception1@marrmooditj.com.au](mailto:reception1@marrmooditj.com.au)***

## Occupational 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 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 team who 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 who 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 Support Services

Student 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 that can be provided, these include but are not limited to:

- Assistance with Abstudy applications;
- Centrelink applications;
- Social activities including BBQ functions for students and staff;
- Advice on Financial Hardship applications;
- Lunch for all students;
- Informal counselling and advice;
- Bus transport from Oats Street train station 8:30am (Armadale Train line side);
- Support in applying for all clearances required for course;
- Travel and accommodation for country students only;
- A friendly ear;
- Assistance with referrals to external services;
- Tutoring/mentoring/coaching support;
- Language, Literacy & Numeracy;
- 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 for an interview, who will discuss options for improved access, such as wheelchair access, technology assistance and Auslan

interpreters. This information will also be provided to the educator so that alternative assessment methods can be arranged, if required.

### **Anti-Discrimination**

MMT commits to providing students with a learning environment free from any discrimination based on attributes including but not limited to age, disability, race, sex, gender identity or sexual orientation.

Student Support Services staff are available to provide confidential support to any student who believes that they have been discriminated against, to discuss what, if any, appropriate action is to be taken. Students should also refer to the Complaints procedure set out in this handbook if they wish to lodge a complaint.

### **Language, Literacy and Numeracy (LLN) Support**

A team of experienced and qualified LLN teachers are available to provide this support service.

LLN team offer the following supports:

- Designated LLN team member for the course during your training with MMT;
- Identify student's LLN support requirements, LLN teachers will discuss, plan and develop individual programs for each student, taking consideration of your personal status;
- LLN skills workbooks are developed for students to practice their knowledge;
- LLN teacher attends 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, research skills, note taking, reporting writing and study skills;
- Practical workshops for preparing resume, job applications, addressing selection criteria and interview skills.

### **Informal Counselling and Advice**

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 Notice Board**

There are 2 notice boards at Marr Mooditj. One is located on the wall 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;



## Marr Mooditj Training

- Mini workshops provided by the LLN team;
- Agency flyers applicable to the community;
- Student Services Memo's for students;
- Scholarship applications - 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

### **Scholarships**

There **may** be scholarships available from Marr Mooditj to students. The Chief Executive Officer and Student Support Services will advise you of this during the course of your training.

### **Student parking**

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

### **Catering service**

A catering service is located on the campus which offers reasonably priced and healthy food for students. Microwaves and a fridge are available for student use. Students must keep it clean and tidy at all times.

MMT does not supply students with tea and coffee. Students must provide their own or purchase from the catering service available.

## Away From Base (AFB)

AFB enables eligible students to participate in the necessary training components of an approved course where the course requires students to travel away from their permanent home or study location for a short period of time.

AFB assistance covers your travel costs to attend the training and the reasonable costs of accommodation and meals while away from your normal place of residence. Eligible students who are enrolled at MMT in an approved ABSTUDY course are able to access Away From Base Assistance when they attend training at MMT.

MMT is obliged by Away From Base Mixed-mode course guidelines and policies.

To be eligible for assistance students must be:

- Indigenous
- Enrolled in and studying an approved 'mixed-mode' course
- Approved for one or more ABSTUDY benefits payable by Centrelink during the course of training
- Supply to MMT evidence of their ABSTUDY entitlement, issued by Centrelink.

## Away From Base Guidelines

AFB covers reasonable travel, accommodation and meals while students are away from their normal place of residence.

- A minimum of 20 residential days in a calendar year.
- Only available to eligible country students.
- A minimum of 10 days must be allocated for any block of study.
- The most cost effective travel and accommodation arrangement must be used.
- Student placements must be no longer than 10 working days.
- Placements must be undertaken in the most cost effective available location available.
- Meals and accommodation are only payable where there are overnight stays.
- Students wishing to extend their stay at a location beyond their training block must pay at their own expense.
- Should MMT incur a charge as a result of your no show, MMT will seek to recover these costs from you, the student.
- If it is reasonable and cost effective you will return home in between your study block and placement. If you choose to stay it maybe at your own cost.

## Away From Base Procedures

1. An AFB student must provide evidence of their eligibility to access this support. To be eligible you must provide a statement that you are an approved Abstudy student.
2. Designated staff will organise students' AFB activities such as flight/train/bus booking, accommodation and meal allowance in accordance with the AFB policy and procedures.
3. Source the most effective way of travel and accommodation for students attending training and placements.
4. Transport is provided from accommodation to MMT to attend training by MMT bus and driver, with current licenses and insurance cover. If you choose to come in your own car it is at your own expense.
5. If you miss the bus time at the MMT nominated accommodation then you must find your own way to MMT.
6. Keep MMT informed of any changes to your circumstances, including change of contact numbers and details
7. You will receive SMS messages to remind you of your training block dates, travel bookings, accommodation details.

## 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 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 code of conduct

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;
- 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 environment and report any identified hazards to MMT staff as soon as possible;
- Attend orientation;
- Keeping long hair tied back, wearing suitable clothing and required personal protective equipment during blocks and placements;
- Follow the complaints process;
- Participate in a reasonable manner in all activities throughout training classes and on placements and **attend all scheduled classes and work placement on time;**
- Maintain a co-operative and productive attitude;

- Have respect for fellow students, staff and visitors at all times;
- Meeting scheduled timeframes for the completion of your work;
- Be aware that if it is identified your work is not your own work, this is cheating or plagiarism;
- **Not divulge any confidential client information that students may acquire during a practical placement;**
- MMT is not liable for any loss of student property such as mobile phones, money, bankcards etc.

### Grounds for immediate withdrawal of enrolment

***Please be advised that any of the following behaviour will lead to the withdrawal of the student from the course immediately and you will be requested to leave the premises***

The following types of behaviour that will result in **immediate** withdrawal without verbal or written warnings, including (but is not limited to):

- Where MMT believes there is an unlawful offence being committed then the matter will be referred immediately to the appropriate authority and the person/s will be asked to leave premises. This includes threatening behaviour and/or verbal abuse.
- Bullying or harassment towards fellow students, visitors or MMT staff.
- Displaying or forwarding pornography of any kind.
- Photos of MMT premises and or training equipment that is used for teaching purposes without permission in writing from Marr Mooditj Training.
- If you appear to be intoxicated and under the influence of drugs and/or alcohol
- Any damage to MMT's/students/visitor's vehicle/ 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 that involves MMTAC and damages the reputation of the organisation.
- Use of mobile phone cameras in ways that violate the privacy of others.
- Plagiarism or cheating in assessments.
- 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
- Breaching confidentiality of any client/patient seen during your Clinical placement

## Student Management/Conduct

Marr Mooditj Training expects all students will be thoughtful and considerate of others student and staff. If behaviour is considered disruptive to MMT's learning environment then MMT will mediate with all parties involved to discontinue the disruptive behaviour as soon as possible and will follow the process below:

1. The Educator and the student will meet and the educator will provide a verbal warning to the student regarding their disruptive/inappropriate behaviour as soon as possible.
2. If the disruptive/inappropriate behaviour continues and is impacting on other students' learning, then the educator is obligated to report such behaviour to the RTO Administrator. The student will attend a meeting with the relevant staff member and the student will be provided with a written warning by the RTO Administrator within 2 days of the educator's report.
3. The written warning will provide details of the disruptive/inappropriate behaviour. A copy of this written warning will be recorded in the student's file and also recorded into MMT's Records Management System.

Should the situation continue after the written warning, the student may be withdrawn by the RTO Administrator.

If you are dissatisfied with MMT action/s taken you reserve the right to contact the Ombudsman of Western Australia for assistance on 08 9220 7555 or The Equal Opportunity Commissioner's Office on 08 9216 3900 .

### 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 their educator 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 Practical Placement Officer immediately so that the Practical Placement facility can be notified and appropriate arrangements can be made.
- Leaving class/practical placement/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 students for them to continue and complete their study.

### Unwellness/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 (this includes the provision of Panadol).
- The onus is on the student to advise us of any medical conditions that may affect their studies, or attendance.

### 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. 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, a student's 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 (form at the back of this Handbook).
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.
6. If the complainant is still not satisfied with the final outcome at this stage, they can make contact with the: Ombudsman Western Australia for assistance on 08 9220 7555 or The Equal Opportunity Commissioner's Office on 08 9216 3900

## Access to Your Records

MMT is committed to ensuring confidentiality. No information can be given to anyone 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 (Please note there will be a cost for retrieval of this information from our off site archives).

## Course Delivery Information

All 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.

### Class times

Class times are as follows:

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

### External visits

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

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

### 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 to you

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 and/or knowledge you may be required to re-enrol into the course and resit assessments in blocks of delivery.

## Practical Placements

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

- Working with Children Check
- National Police Clearance

Students are required to have Working with Children (**WWC**) and a National Police Clearance, so that a practical placement can be arranged in the workplace setting. **Students are responsible for the costs associated with these clearances.**

**Please note:** Agencies may ask for a copy of your updated resume before they commence with your practical placement.

Should a student's Police Clearance divulge any information regarding offences or pending charges, the workplace may not accept your placement, therefore you will not graduate from the course, as practical placements are a course requirement.

Throughout **each** practical/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 Practical 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** as soon as the placement is completed.
- Complete all practical placement hours (fill in the time sheet located at the back of your Practical Placement Record Book).

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 practical placement supervision

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

## Dress codes for students on practical placements

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

Your dress code for practical placement is as follows.

- 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.
- Students must adhere to the workplace dress code policies. Students who choose to be non-compliant with the dress code will be withdrawn from the Practical Placement.

### Accessories to the uniform

- 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.
- MMT policy is **that no tongue studs and facial jewellery etc. are to be worn while on practical placement.**

## Confidentiality of client information on practical placement

The student must at all times hold confidential all information obtained during their 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/workplacement team.

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

## Missed days on placement

As part of the training course requirements you must attend course specific practical placements in order to achieve your units of competency outcomes. If any scheduled practical 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 practical placement the student must:

- Notify the practical placement organisation and preceptor/supervisor as required;
- Notify the Practical Placement Officer at MMT;
- Obtain a medical certificate for the absence (if applicable); and

- Present the medical certificate to the applicable educator.

Marr Mooditj Training will arrange all practical placements relevant to the course for students. Students will be provided with all the details by their course Practical Placement Officer. If you do not attend the arranged placements, then you are responsible for arranging your own practical 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. This allows for parking and finding your way, and any other contingencies.

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

- Preceptor or Senior Supervisor;
- MMT Practical 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 policies and procedures of the organisation 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 organisation 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 practical 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 HLT40213 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 HLT40213 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 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](http://www.atsihealthpracticeboard.gov.au/Registration/Forms).

Students who 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:

## Process for Registration

Apply for registration 4 to 6 weeks before completing your course.

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; and
- Details of any impairments and how they are managed.

Pay a fee for registration (your responsibility) and this can be made in person, or by attaching:

- Cheque or
- Money Order

**If you pay the fee as above, ensure that your name and registration number are written clearly on the back.**

**You are required to pay both an Application Fee and a Registration Fee:**

<b>Application Fee</b>	<b>Registration Fee</b>	<b>Amount Payable</b>
<b>\$92</b>	<b>\$150</b>	<b>\$248</b>

**All payments must be made direct 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

Marr Mooditj Training is committed in supporting students to create a professional development portfolio that includes your learning and professional achievements. This builds your self-confidence and self-awareness by reviewing 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:

- Up to date resume (this can be helpful as some agencies may ask for a resume before accepting your for a Practical Placement);
- List of your personal and professional goals and the strategies you have developed along the way;
- Copies of Statement of Attainment/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);
- A USB to keep all your information 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.

## Upon completion of your studies

On satisfactory completion of all assessments, including your mandatory practical placements, you will receive your Qualification and Transcript of Results within 30 days. In addition, you may 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 the completion of your Diploma and the graduation.

## Career pathways after completion

There are many pathways available into universities which are open to students who have successfully completed their Qualifications and would like to further their careers. MMT has links to higher education institutions 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.

*Once again we thank you for choosing to study with us and we promise to the very best of our ability make your learning journey an enjoyable and fun experience. We look forward to seeing you graduate and find meaningful employment.*

## Complaint Form

The information you provide us in this form will only be used for the purpose of assessing and investigating your complaint

Name:	Given Name: _____ Surname: _____
Mailing address	_____
Contact number	Home: _____ Mobile: _____
Email:	_____
Date of complaint	_____

### ***Please read carefully***

When you are making a complaint there are certain details we will require to be able to assess and investigate your complaint. We will require you to put in as much detail as possible in this form and if you need more space please attach to the form.

- What you believe the issue is about;
- Times and dates;
- Who/what you are complaining about;
- How you have been affected by the issue you are complaining about;
- Details of telephone conversations and meetings;
- Copies of relevant documents, e.g. letters, photos;
- The names of people you have dealt with;
- The outcome you are seeking; and
- What you have done to try resolve the issue.

**Please note:** to ensure we understand your complaint and have all the required evidence we may require you to attend a meeting at your earliest convenience. You may bring to the meeting a support person of your choice.

Please ensure you advise us on how to make contact with you in this form.

Please describe what you have done to resolve the issue before completing this form and with whom you have tried to resolve it with.

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Please describe your complaint in details. Please attach extra pages if not enough space here.

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

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

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**Privacy and Confidentially**

**The information you provide us in this form will only be used for the purpose of assessing and investigating your complaint. The complaint and its content shall be kept confidential and kept on your file.**

