



Marr Mooditj Training

Learner Handbook

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Introduction

Dear learner,

For over 37 years, Marr Mooditj Training has been providing training and educating for our Aboriginal and Torres Strait Islanders (ATSI) people and communities. When you join Marr Mooditj Training, you are embarking on a journey that is empowering and life changing experience, academically, socially, and personally.

This handbook is a guide to provide you with information before you begin your learning journey. It contains information on training and assessment, COVID-19 and the supports that are available to you. It also spells out what MMT expectations are.

Marr Mooditj is committed to supporting you through your training and we all must take the responsibility for upholding these standards and values. Our values to which we operate are the result of several years of open discussion and collaboration between learners, staff, our Board of Directors, and the funding and regulatory bodies.

All employees at Marr Mooditj are expected to interact with all learners in a respectful and positive manner and 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 expect you to attend to your studies with commitment, good intentions, and a positive and respectful attitude. 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 will 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.

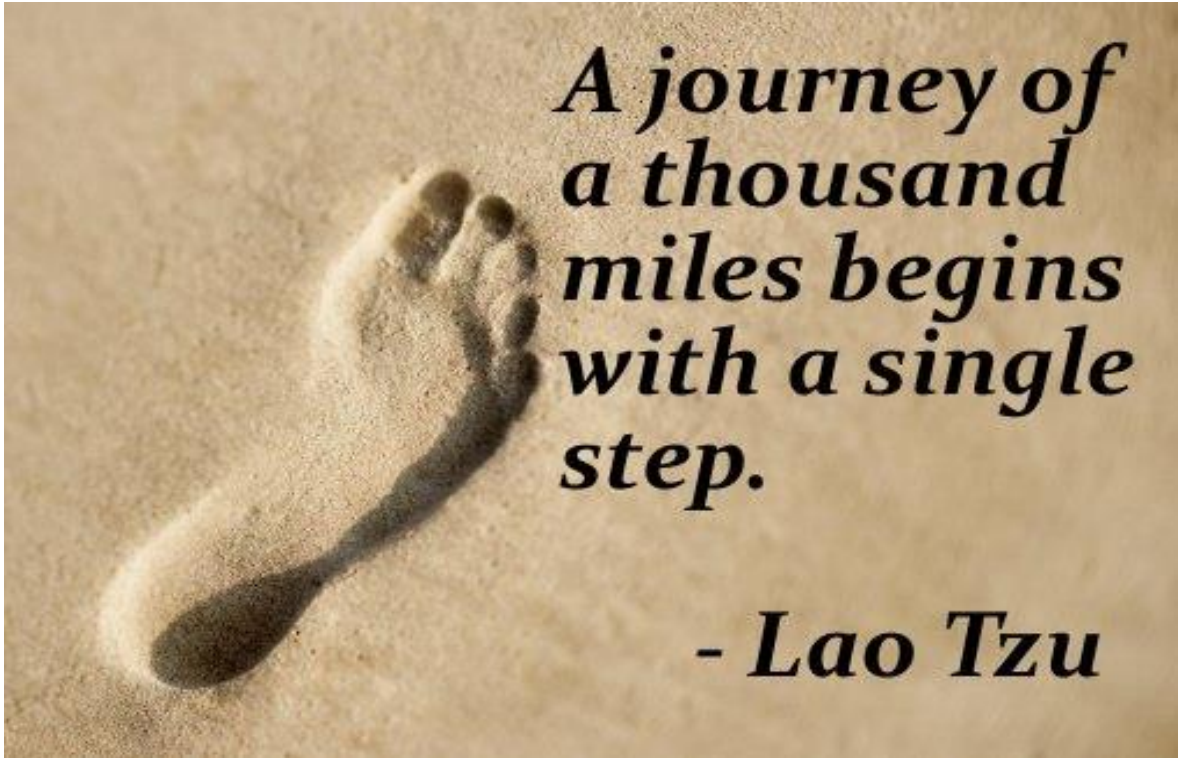
Your next couple of months with us will be well spent if you venture beyond your “comfort zones” both inside and outside the classroom. Take time to reflect on what it takes to be an outstanding confident and competent health/community worker. Attend all your classes and professional experience placements 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 all activities that are put forward in the classroom and the placements, ask questions if you don't understand something and remember if you have doubts **always seek advice**. **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-judgmental at all times.

We look forward to meeting you at your orientation, which you need to attend on the date allocated. Please feel free to contact using the contact details provided on the front of this handbook.

On behalf of Management of Marr Mooditj Training and all its employees



Learner Orientation

You attend orientation on your first day is essential as valuable information will be provided. This is another opportunity to review all the information already provided to you and have the opportunity to ask questions regarding your study with us, including understanding what is expected of all learners and the support we offer.

The orientation program is for the purpose of ensuring you to be fully informed of the following:

- Meet and greet the Educators, LLN support Educators and administrative team.
- Explanation of Australian Qualifications Framework within the Australian nationally recognised Vocational Education and Training (VET) system
- MMT as an Registered Training Organisation and its regulatory
- Recognition of prior learning
- Course monitored by a Regulator.
- Recognition of Nationally Recognised AQF Certification of other providers
- Training packages
- Transitioning arrangements/expiry of accredited courses
- Marr Mooditj Training facilities, learners parking
- COVID-19 policy
- Emergency Evacuation Procedures & Occupational Health & Safety
- Provide clear overview of expectation from learner and MMT staff.
- Assessment requirements, agreements, outcomes & assessment appeals
- Fees and charges information
- Cancelling a course
- Professional experience placement book information and mandatory requirements
- Information about attendance and study skills
- Learner Insurance
- Information about support services MMT offer.
- Learner Dress Code
- Learner Code of Conduct
- Overview of complaints and grievances policies
- Disciplinary action process
- Access the learner records e.g., enrolment details, learning support needs, attendance records.
- Marketing and promotion (including the use of photos of learner images & testimonies)
- Professional Development Portfolio – this resource includes the learners learning and professional achievements, which makes it easier for the learner to apply for job vacancies and increases employment opportunities.
- Self-care – including but not limited to: healthy eating, stress management
- Information for Away from Base Support Services for Country Learners
- Feedback and Requirements

The Australian Qualifications Framework (AQF)

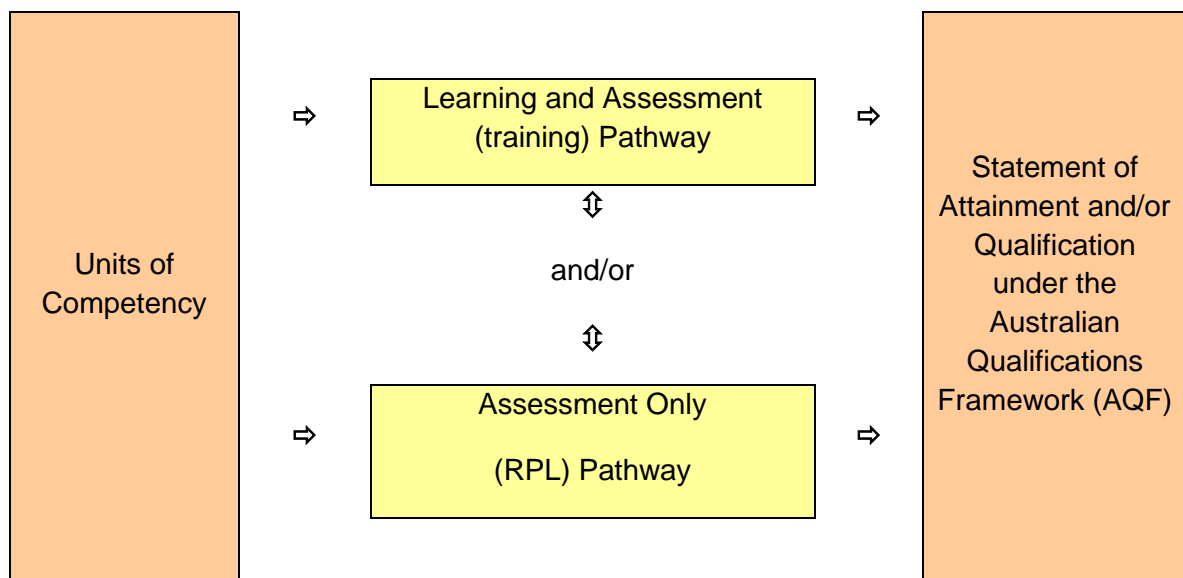
Marr Mooditj Training (MMT) is a Registered Training Organisation (RTO). Courses offered at MMT lead to a nationally recognised qualification under the Australian Qualifications Framework (AQF). Below is a brief description of the AQF and associated frameworks within the Australian nationally recognised 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 provides national consistency for all trainees, learners, employers, and providers by enabling national recognition of Qualifications and Statements of Attainment.

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

What is Recognition of Prior Learning (RPL)

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:



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.

Learners will be provided with RPL for units they have completed in full, and 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 that needs to be completed and all supporting documentation attached for MMT to process your request for RPL.

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

RTO Regulatory Body

Registered training organisation (RTO) is government-approved providers and assessors of nationally recognised training. This means RTOs, are recognised as providers of quality training, and can issue nationally recognised qualifications and/or statements of attainment.

The Training Accreditation Council (TAC or the Council) 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 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 HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice course, 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, Marr Mooditj is required to provide the relevant National Board with a list of enrolled learners (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 contact you – this can be 1-4 week waiting period.

Quality Indicator Requirements

Marr Mooditj is complied with the Standards of Registered Training Organisations (RTOs) 2015 and is required to collect and report your performance against the learner 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 learner 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 robertindich@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 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 servicesteam
- 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.

Learner Information

Unique Learner Identifier (USI)

Learners undertaking training in the VET sector are 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 from 1st January 2015. This must be provided to Marr Mooditj with your enrolment application. If you do not have a USI, you can attend Marr Mooditj and we will assist you or you can log onto <https://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

Enrolment

Marr Mooditj Training delivers face to face training at its premises in Waterford, Western Australia, and support learners in their Professional experience placements in external health care setting across Western Australia. MMT does not offer offshore training.



How to enrol

You can enrol by:

- In person at MMT’s front desk or
- Online enrolment via Marr Mooditj website www.marrmooditj.com.au
- Completing the enrolment form and posting it to MMT (PO Box 1030, Bentley D.C. WA 6983)

Supporting evidence for enrolment

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

- A “Working with Children Check” certificate (to be submitted at Australia Post), there are associated costs to be paid by learner.
- A current police clearance certificate (this clearance can be applied and paid for through Front Desk at Marr Mooditj Training). Learners must provide a minimum of 1 primary document and 1 secondary document to lodge a Police Clearance through MMT (alternatively 3 secondary documents can be accepted, providing 1 document contains a photograph).

Primary	Secondary
Full Australian Birth Certificate	Australian Photo Drivers Licence
Australian Passport (current or expired within the last 2 years)	WA Photo Card/Australian Proof of Age Card
Registration of Descent	Medicare Card
	Health Care Card
	Debit or Credit Card
	Working with Children Card
	Bank Statement

Processing your application

- When we receive your application, we will send you a letter of acknowledgement by mail within 2 working days. If you have not received this letter, please contact Marr Mooditj Training.
- Follow the above, we will continue to process your application within 5 working days. Upon successful enrolment, a confirmation of enrolment will be sent,
- If we require further information, we will contact you to discuss your enrolment.

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, email and/or by post. Sometimes we have to make changes to a block start date, we will send you an SMS message on your mobile advising of the change. Learners 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.

Withdrawal/Deferring your Study.

You must notify MMT in writing of their request to withdraw or defer your study via email Reception1@marmooditj.com.au or mail to PO Box 1030, Bentley D.C., WA 6983

Fees and Charges

Marr Mooditj Training must charge you fees where applicable, and MMT have a documented process for the receipt of learner fees. The course fee is the sum of fees for all units that you enrol in. An hourly rate (based on Department of Training and Workforce Development (DTWD) current VET Fees and charges policy) based on nominal hours will apply to each unit unless the course is classified as fee-free. Learners' fee caps per year will be applied to courses identified by the DTWD current VET fees and Charges Policy.



Fee caps mean the maximum course fee chargeable in each calendar year will be capped. In 2023, concession fee capped at \$400, non-concession fee capped at \$1,200.

A course fee notice will be issued after your enrolment being accepted. This is a notice advising learners of each unit cost, census date, and total cost fee for your qualification. You will be only charged for the units that you have done.

Learner tuition fees are indicative only and are subject to change given individual circumstances.

Prior to your commencing the course, MMT will provide you with a payment plan with options of payment method for you to choose. Fees may be deducted on a periodical basis from the options you choose. MMT accepts payment by instalments, no advance payment is required.

Please note if you want a copy of your practical placement book, you may require paying for the photocopying cost.

Census Date

Each unit of study has a census date, set at no less than 20% into the unit of study. Once the census date passed, you will be liable for the fee of the unit. You can find your census date on your fee notice, MMT website.

Eligibility for concession rate

Eligibility for the concession rate on course fees is determined at the time of enrolment. The following learners are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
 - A Pensioner Concession card;
 - A Health Card;
 - A Repatriation Health Benefits Card is issued by the Department of Veterans' Affairs;
 - Persons and dependants of persons in receipt of ABSTUDY;
 - Persons and dependants of person in receipt of Youth Allowance;
 - Persons and dependants of person in receipt of services from Commonwealth support or employment services programs: Job active; Online Employment Services; or ParentsNext.

If the concession is valid, then all eligible units commenced within that period are at the concession rate. If the concession is valid for only part of the enrolment period, then any eligible units commenced on or after the start date and prior to the expiry of the concession attract the appropriate fees and charges.

Payment options

1. Present a signed authority from an employer to invoice that employer for the learners' fees and charges.
2. Pay the fee by instalment via various methods e.g., Centrepay deduction, direct debit.
3. Provide contact information of job networks/trust funds who will pay for the learner's fees and charges for MMT to invoice.

Changes to your payment plan

You may make changes to this payment plan if your circumstances change, however you must advise MMT in writing of any changes as soon as reasonably possible.

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

Debt recovery procedure

Where approval has been given for you to pay by instalment, MMT is responsible for the collection of outstanding fees and charges. MMT has a fair and adequate recovery process in place to manage the collection and recovery of fees and charges.

MMT may not enrol you into any further unit of competencies or blocks if there is evidence to show that no effort is made to pay off your fees. All learners are provided with fees statement showing the amounts paid and any outstanding amounts each block.

If no payment is being made within reasonable timeframe and you complete your course successfully then MMT may withhold your qualification until the amount is paid in full or revised payment plan is made. Further action may be taken by MMT's nominated debt recovery agency to recover the fees.

Refund of fees

You must advise MMT that written advice of withdrawal is necessary to ensure you are eligible for refunds.

Requests for refunds must be in writing via email or mail, or complete MMT withdrawal and refund application form and return to MMT.

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

1. You accept an offer of a place in a university. In this situation, you must provide a copy of the letter of offer with your written advice of withdrawal.
2. At any time, the course or unit is cancelled by MMT and this is beyond your control.
3. Withdraw before the census date (The census date marks the point in a study period that you become financially liable for a unit which is no less than 20% of the way through the period during which that unit is undertaken) of the unit. List of census date will be shown in your fee notice, invoices, and MMT website.
4. Pro-rata refunds of fees and charges at any time during the course of delivery if learners withdraw for reasons of personal circumstances beyond their control. For example:
 - Serious illness resulting in extended absence from classes.
 - Injury or disability that prevents a learner from completing a program of study.
 - Or other exceptional reasons at the discretion of the Chief Executive Officer.

In all cases, relevant documentary evidence (e.g. medical certificate) is required to support the pro-rata refund request. Details of all refunds will be retained for audit purposes, and the enrolment form annotated to show that refund has been given.

MMT reserves the right to:

- Refuse your attendance in the course
- Not provide you with your results
- Not issue a Certificate/Diploma at the end of the course if the course fees are not paid and no payment plan in place.

It is important that should you have difficulties meeting your payments; please contact us 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 the pre-paid fees to enrol in other courses.

You may be approved for a full refund of fees at any time during delivery if a class is cancelled because of declining learner numbers, no available Educator, or due to other circumstances caused by MMT.

Waiving of fees

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

How to apply:

1. Make an Financial Hardship application on the grounds of financial hardship and provide evidence to MMT to make an informed decision;
2. MMT will advise you of the outcome within 10 working days of receipt of your application in writing.

Please note: if you do not provide the information required, it will not be processed. All supporting documents including medical expenses, must be in the name of the applicant.

Other Charges

A fee of \$50 will be charged per re-issue of a Qualification and/or Statement of Attainment.

Consumer Rights

As a learner of Marr Mooditj Training you have rights as a consumer, in accordance with Western Australia laws. Further information is available at <https://www.commerce.wa.gov.au/consumer-protection/consumer-rights>

COVID-19 Policy

You should take precautions if you have had close contact with someone who has developed COVID-19.

The COVID-19 infectious period is taken from 48 hours before onset of symptoms, or 48 hours before the positive test result if there are no symptoms.

To protect those most at risk from COVID-19 after having been in close contact with someone who has tested positive you should not attend MMT or work in high-risk settings including hospitals, disability, mental health and aged care residential facilities and other healthcare settings.

Our Commitment

We will:

- Consult with you to ensure you have the most current up to date information
- Provide a safe and clean training environment
- Provide effective communication between all parties involved
- Collect and use vaccination information for the following purposes:
 - Administrative purpose for the arrangement and entry to professional experience placements
 - Disclosure as required by a Court of Law
 - To comply with any legislative or regulatory requirements to prevent or manage COVID-19 in the future if required.

Our Responsibilities

MMT is asking that everyone takes responsibility for the following:

- Providing proof of COVID-19 vaccine administration if required for placement purposes
- Ensure your hand hygiene is maintained.
- Using the sanitiser that are available.
- If suspected, stay at home

Attending External Agencies

All employees and learners of MMT that are attending any industry organisations may be required to present their COVID-19 certificate evidence to the required workplace upon accessing.

Work Health and Safety (WHS)

MMT 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 learner, staff, contractors and visitors to MMT. It is the responsibility of all people at MMT to maintain their own safety and to not adversely affect the health or safety of others.

All Learners 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 learners and staff.
- Must report incidents, accidents and hazards to MMT staff/management.

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

It is the responsibility of both MMT staff and you to identify, report and control hazards in consultation with MMT. Similarly, it is the responsibility of staff, learners 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 learners 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 team whom will walk you through the evacuation process and also show you the designated assembly area on the Clontarf Oval.



In the case of a fire the Lift must **not** be used.

As soon as staff, learners 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 learners that attend MMT during school holidays to use the library or computer room facilities, you must advise the Student Services team, and sign in at the Front Desk, so that we are aware that you are in the building, should an emergency evacuation occur.

Learner Parking

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 you. Microwaves and a fridge are available for your usage, you must keep it clean and tidy at all times.

MMT does not supply you with tea and coffee. You must provide your own or purchase from the catering service.

Marr Mooditj Training Marketing

MMT 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.

MMT 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 MMT to use your image for promotional material.

Types of Support Offer at MMT

Support Services aims to enhance your learning environment and provides confidential support to help you to achieve your learning goals. Your 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 information
- Social activities including BBQ functions for learners and staff
- Advice on Financial hardship applications
- Lunch for all learners
- Informal counselling and advise
- Support in apply for all clearances required for course
- Study Skills
- A friendly ear
- Assistance with referrals to external services
- Tutoring/mentoring/coaching support
- Language, Literacy & Numeracy
- CAVSS (Course in Applied Vocational Study Skills)
- Cultural enrichment
- Excursions
- Resume, addressing selection criteria, cover letter & job interview techniques
- Career development and advice
- Maintain learner noticeboard
 - Job vacancies
 - Scholarships

- Bus & train timetables
- Travel and accommodation for country learners only

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 learners LL&N support requirements, LL&N teachers will discuss, plan and develop individual programs for each learner, taking consideration of your personal status.
- LL&N skills workbooks are developed for learners to practice their knowledge
- LL&N teacher to attend classes with course Educator in team teaching capacity to provide support to learners
- 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 – 4:30 pm)
- Ongoing 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.

Disability Support

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

Those who declare with a physical or intellectual disability in your enrolment form, that may have limited access to training or assessment, should contact the Student services staff for a meeting, who will discuss options for MMT to support your training 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 you 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 services staff are available to provide confidential support to those who believes that they have been discriminated against, to discuss what, if any, appropriate action is to be taken. You should also refer to the Complaints procedure set out in this handbook if you wish to lodge a complaint.

Informal Counselling and Advice

Student services staff are available to help you explore ways of juggling responsibilities that will foster emotional and physical health.

Student services staff may offer external referrals to counselling services if formal professional counselling is required.

Learner Notice Board

There are 2 notice boards at MMT. One is located on the wall near the lift between classroom 3 & 4 and the other is located at the back door of the administration building. The notice boards provide 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 learners
- Scholarship information – you are encouraged to seek scholarships that maybe available to you and this information may from time to time be placed on the learner notice board.

Scholarships

There may be scholarships available to you. The CEO and Student services staff will advise you of this during the course of your training.

Learner Code of Conduct

As a MMT learner, 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 learners 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.

It is expected that you will:

- Adhere to the guidelines set out in this Handbook.
- Carry a MMT Learner Identification card whilst on professional experience placement.
- 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 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 professional experience placement on time.
- Maintain a co-operative and productive attitude.
- Treat other learners, staff and visitors with respect at all times.
- Meeting scheduled timeframes for the completion of your work.
- Not divulge any confidential client information that learners may acquire during their study or on professional experience placement.
- MMT is not liable for any loss of learner property such as mobile phones, money, bankcards etc.
- Refrain from drinking and eating in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved.
- Complete all assessment tasks honestly, and not engage in plagiarism, collusion or cheating.
- Use property or resources, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately;
- Not behave in a way that would offend, embarrass or threaten others; this also applies to the use of social media outlets.

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

- 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.
- Physical violence and/or threatening to use physical violence
- Verbal abuse
- Bullying or harassment towards fellow learners, staff and visitors
- Displaying or forwarding pornography of any kind
- Damage to MMT/learner/visitors' vehicle and/or property
- 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 uses of technology for Facebook or any other social media that involves MMT and damages the reputation of the organisation.
- Use of mobile phone cameras in ways that violate the privacy of others
- Caught stealing and other petty crime
- Vandalism
- Possess, use or distribution of illicit drugs
- If you appear to be intoxicated and under the influence of drugs and/or alcohol
- Alcohol use while on campus
- Breaching confidentiality of any client/patient seen during your professional experience placements

Inappropriate or disruptive behaviour that may result in immediate temporary suspension or expulsion without verbal or written warnings. Where a temporary suspension is affected, the length of the suspension will be at the discretion of the CEO.

Management of conduct and procedure

MMT expects you will be thoughtful and considerate of others learner and staff, if the behaviour is considered disruptive or unacceptable conducive to MMT learning environment then MMT will mediate with all parties involved to discontinue the disruptive behaviour as

soon as possible, if it is considered serious then immediate cancellation of the learner enrolment may occur. The following process will be followed:

1. The Educator/Student services staff and the learner will meet and the Educator/Student services staff will provide a verbal warning to the learner regarding the behaviour as soon as possible.
2. Depending on the type of behaviour displayed, it may be considered by Management to cancel learner enrolment at this stage, if not then step 3 will be taken
3. Learner is provided with final written warning if the disruptive/inappropriate behaviour continues, the Educator is obligated to report such behaviour to the RTO Administrator/Program Manager. The learner will attend a meeting with the relevant staff member and the learner will be provide with a final written warning by Course Manager. The final written warning will provide details of the disruptive/inappropriate behaviour. A copy will be recorded into the learner file and also recorded into MMT's Learners Management System.
4. Should the situation continue after the written warning, the learner will be withdrawn immediately from the course.

If you are dissatisfied with MMT action/s taken, you reserve the right to contract the Ombudsman Western Australia for assistance 08-92207555 or The Equal Opportunity Commissioner's office on 08-92163900.

Attendance Notices, withdrawal procedures

We expect you to take responsibility for your ongoing learning journey. Be punctual and attend all your scheduled classes and professional experience placements.

MMT acknowledges unforeseeable situations and cultural considerations, which may interrupt your study commitments. It is the responsibility of you to notify MMT between 8.30am and 8:45 am, including advising us the reason why you will be absent. You must take responsibility to negotiate with the Educators alternative arrangements to do the work you have missed. If you have to attend any cultural events/appointments while on block, it is your responsibility to all arrangements and associated costs, including getting to Medical clinic if you are unwell.

- If you require time off during professional experience placement due to cultural considerations, you must contact the professional experience placement (WP) staff immediately so that the WP health care provider can be notified and appropriate arrangements can be made.
- Leaving class/professional experience placement/tutorials/assessments only at scheduled times or with the permission of the Educator/assessor.
- When you are absent from class due to any circumstances, whether beyond your control or not, it is the responsibly of you to notify MMT/Educator prior to class commencement that you 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 learner for them to continue their study.

Learner Impairment

The term “impairment” has a specific meaning under the National Law in Australia. In relation to a person, means the person has a physical or mental impairment, disability, condition or disorder (including use of medications) that is likely to impact:

- Their attendance to their professional learning and development
- Their attendance to arranged professional experience placement.
- Their ability to safely perform clinical tasks within training setting in our simulated environment where other learners are involved
- Their ability to safely perform in the workplace where they are required to deal with the public

If Marr Mooditj Training have a reasonable belief that a learner has disclosed or has demonstrated an impairment, Marr Mooditj Training reserves the right to take reasonable action. This action may include:

- Withdrawal from the course
- Offer referral to a health service
- Obtain a medical clearance stating a learner is fit to undertake clinical training safely, can operate medical equipment safely and provide safe appropriate health care to clients/public

If a learner raises a concern that requires urgent attention, Marr Mooditj Training will take immediate action for the safety of the learner and the public and will immediately cancel the enrolment and send the learner home.

Medical Emergencies

- Should circumstances require you to be taken to hospital, it is your responsibility to cover any costs associated with using any Health Care emergency transport to get to a hospital for treatment.
- MMT is not in a position to provide medical treatment to you, this includes the provision of any medication such as Panadol
- The reason we are for you to complete a medical information form is so we can handover to emergency services if you are unable to do so yourself.



Alcohol & Other Drugs

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

- Use of alcohol or illegal drugs on campus will lead to immediate termination of enrolment as a learner with MMT and you will be asked to leave the campus.
- If you are unable to leave by yourself in a safe and reasonable manner, we reserve the right to call your emergency contact person you have nominated.
- Possession of alcohol or illegal drugs is immediate termination of enrolment as a learner with MMT and the appropriate authority will be contacted if any person is found with illegal drugs/substances on campus.

- The above also includes while you are attending your Professional experience placement (WP).

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 a place of employment.



You will be provided with one free MMT shirt (uniform) in Block 2 of your course. Should you require additional shirt, you may purchase them from MMT front deck. All learners are required to wear their MMT shirt at all times while on MMT's premises and at placements. When attending class, including your WP you should wear appropriate clothing:

- 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 or thongs. When you are in the Clinical Room doing skills practice and when you are attending WPs, 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.
- No clothing that reveals chest skin that is excessive such as short low lined blouses or low lined vee dresses, short shorts.
- No jegging/leggings and other form-fitting pants
- No pants that are excessively torn.
- Mini-skirts and spaghetti strap dresses are not acceptable wear to MMT.
- Professional/uniform dress code is required when attending to skills practice and all placements
- Hair must be tidy and if longer than shoulder length put in bun or pony tail

If you do not wear appropriate clothing, you may be asked to leave and go home to change or find alternative work wear as soon as possible.

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 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.

Privacy Policies and Notices



MMT takes the privacy very seriously and complies with all legislative requirements. These include the Privacy Act 1988. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). The main change is that all businesses that collect or handle personal information will be required to comply with a new set of principles, the Australian

Privacy Principles (APPs) as of 12 March 2014.

As a Registered Training Organisation (RTO) we are required to collect certain information by external agencies such as the National VET Regulator and other licensing/funding bodies in order to meet our compliance requirements as an RTO.

All information shared is kept in the strictest confidence by all parties and is available on request. The Privacy Notice at Schedule 1 of the National VET Data Policy explains these requirements, which can be accessed through: <https://www.education.gov.au/privacy-notice>.

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

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than RTO) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

The relevant Privacy Principles are summarised as:

- Collection – We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
- Use and disclosure – Personal information will not be used or disclosed for a secondary purpose.
- Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
- Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

MMT will only use or disclose personal information about you for a purpose other than the primary purpose of collection (a 'secondary purpose') if:

1. The secondary purpose is related to the primary purpose of collection and the learner would reasonably expect to use or disclose the information for the secondary purpose, or
2. MMT reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety, or
3. MMT has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, or
4. The use or disclosure is required or specifically authorised by law.

Notwithstanding the above, MMT is prohibited by law from releasing your personal information to third parties, including member of their family without your prior written consent.

Learner Data

Under the Standards for RTOs 2015, we are required to collect your data at the time of enrolment. It is your responsibility to ensure you provide accurate information in regard to yourself and your enrolment. It is your responsibility to ensure you inform us of any change of personal details in writing within seven days of the change occurring.

This data is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. We must gather information in regard to the following data: who the learner is, where they study and what they study.

Information collected and held by MMT includes (but not limit to):

- Learner Name
- Current and previous address details
- Contact information.
- Date of birth
- Gender
- Assessment results
- File notes
- Records of previous training and qualifications
- Fee payment information
- AVETMISS data
- Disability and special needs
- USI

How information is used

MMT only uses information for its intended purpose. We use your personal information to enable us to deliver vocational education training (VET) courses to you, and otherwise, as needed, to comply with our obligations as an RTO. This includes:

- For data reporting such as:
 - AVETMISS data collection
 - Quality indicator reporting

- For internal purposes such as assessments policies, procedures, risk management, program and assessment validation and moderation.

Records Management

MMT hold your information in either hardcopy or electronic form. Our learner management system are stored on a protected server, and backed up daily. All current paperwork are stored in a locked environment.

Accessing 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/Program Manager. Your records are kept in a locked and secured environment. You have timely access to current and accurate records of your training and assessment participation and progress.

You 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 qualification issued.

Training and Assessment Information

Course Delivery

All the courses offered by MMT 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.

Course delivery timeframe is depending on which course you are enrolled in. Please refer to course specific information flyer for each course.

Competency Based Training

MMT training is based on the principles of Competency Based Training. Delivery and assessment will involve learners accomplishing theory and practical tasks required to demonstrate competency in any given unit. Learners will be provided with every opportunity to demonstrate that they can carry out required tasks.

Class times

MMT courses are delivered via block release. You will be required to attend all of your scheduled class times.

9 am – 4 pm Monday – Friday

External visit

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 learner 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/Program Manager 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.

Assessments

MMT 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.

The assessment is very important part of the training as we need to ensure learners are job ready and can perform competently and safely in different contexts and environments. Ongoing assessment is required to ensure that assessments are conducted over a period and in a range of circumstances and that evidence of competency is consistently demonstrated.

- 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 simulated environment and in the real workplace setting. You will only be deemed competent when you have demonstrated sufficient and reliable evidence to show you have the correct skills and knowledge.
- During your assessment you will be required to demonstrate your ability to perform relevant task in a variety to situations, including in your professional experience placements. You will be required to understand what you are doing and why you are doing it. If you are in doubt, it is important that you do not carry out the assessment task, **STOP** and ask your assessor to give you 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.

- 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 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.
- Assessment evidence (such as workbooks, assignment tasks, case studies and completed Professional experience placement Records) must be submitted by the due date, unless an extension has been granted; otherwise, a "not satisfactory" outcome will be recorded for that assessment task.
- Failing to attend a practical assessment without a valid reason will also lead to a "not satisfactory" outcome.
- If an extension or re-schedule is needed for an assessment task, and the learner has a valid reason, such as illness or compassionate reasons, a formal request for an extension must be submitted in writing 48 hours prior to the scheduled deadline. The learner will be required to justify the reason for the extension and provide evidence of need e.g., a valid medical certificate. The length of extensions at the discretion of the RTO Administrator/Program Manager.
- All assessment tasks must be done honestly by you, without any form of cheating or coaching. To avoid plagiarism, you must properly acknowledge all information sources. Cheating or plagiarism will result in a not competent outcome for the assessment task, and immediate suspension/expulsion.

You are responsible for:

- Complying with the assessment requirements, and with procedures for assessment item submission and collection.
- Requesting feedback and negotiating resubmission/re-sit of assessment (if required).

Reasonable Adjustment

You have opportunity for reasonable adjustment if needed to be made during the assessment. 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.

For example: If the unit states that you must "maintain current, complete, accurate and relevant records for each client contact", and you have difficulties writing due to a medical condition, you will be allowed to take case notes using a voice recorder (if the client

consents), or voice-activated computer software (if you have the equipment) but your records must still be current, complete, accurate and relevant for every single client.

Assessment Agreement

The assessment agreement describes the assessment process, required outcomes and assessment task 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 learner. Assessors are required to ensure you are informed and understand the assessment requirements and expectations.

Assessment Competency/Outcome

Demonstrating Competency

During each block, to monitor your progress, you will be tested on the theory content and the practical skills covered during that block, using a range of assessment tools.

In order to meet the outcomes of the units/clusters covered during the academic period, you will be required to maintain competency throughout the course. This ongoing assessment is required to ensure that assessments are conducted over a period of time and in a range of circumstances and that evidence of competency is consistently demonstrated.

You will be required to show evidence of your competence against the requirements of each unit/cluster by undertaking all the theoretical and practical assessment tasks for the unit/cluster, as detailed in the assessment agreement for the block. Please note that you may need to undertake a number of assessment tasks for each unit/cluster.

Outcome

Your outcomes will be measured against the specifications set in the nationally endorsed standards, through practical assessment of their skills, in addition to theory assessments. Please note that, to be found competent in a unit, you must meet all the requirements of all the assessment tasks.

Individual assessment task outcomes will be reported as “satisfactory” if all the requirements for the task have been met, and “not satisfactory” if not all requirements for the task have been met.

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.

Competency outcomes will be reported at the end of the academic period on a unit-by-unit basis, as “competent” if all the assessment tasks for the unit have been met with a “satisfactory” outcome, and “not yet competent” if all requirements have not been satisfactorily met.

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.

Re-sit opportunities will be offered per unit on an individual basis based on circumstances; if you fail to complete the units to a satisfactory outcome you will be required to re-enrol for the relevant unit(s).

If you found “not yet competent” after re-sit, you may wish to appeal the decision. Please refer to Complaints and Appeals section for appeals.

Professional experience placement (WP)

Attending professional experience placement is part of the competency, it ensures that you are provided with the professional experience to attain their unit learning outcomes. This means you will need to ensure you are prepared and ready. Show a sense of responsibility by doing the job well, use your time efficiently and undertaking all tasks with enthusiasm.

To attend professional experience placement, you will be required to provide certain documents/evidence to MMT before we can arrange any placements. You will need to submit the following documents:

- COVID 19 full vaccination certification
- Working with Children (WWC) and
- A National Police Clearance

Should your Police Clearance divulge any information regarding offences or pending charges, this may impact on your acceptance into the WP, therefore you will not graduate from the course, as WP provide supplementary evidence towards your final assessment outcome.

Throughout each professional experience placement, you are required to keep a record of your professional experience placement experience of all times.

You will be given a Professional experience placement Record Book for each placement for your course. Become familiar with the Professional experience placement Record Book:

- Fill in your experience and any specified task listed in the WP book
- Work on it together with your Placement Supervisor
- Complete all Professional experience placement book hours (fill in the time sheet)
- Return it to MMT immediately as soon as the placement is completed.

MMT requires this Professional experience placement Record Book to provide a collection of supplementary evidence of your skills/learning performed to a standard that meets the professional experience placement requirements under observation by a third party.

Professional experience placement Supervision

It is a requirement that you are observed during professional experience placements – either directly or indirectly.

Dress Code on Professional experience placement

- You must wear your MMT shirt (uniform).
- You must ensure your uniform is always clean and tidy. It must be washed and ironed daily.
- It is very important that you maintain good hygiene standards. Therefore, it is important that you present neat and clean with no offensive body odour.
- You must adhere to the workplace dress code policies.
- If you are non-compliant you may not be accepted by the health care provider and this will impact on your enrolment.

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 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 professional experience placement.**

Confidentiality of Client Information

You must at all times hold confidential all information obtained during your professional experience placement in a health care provider. You 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 and privacy is a serious breach, and it will impact on your enrolment with MMT.

Missed days of Professional experience placement

As part of the professional experience placement requirement, you will be requested to attend professional experience placement in order to complete your task assigned. If any scheduled Professional experience placement Record Book 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 professional experience placement scheduled due to illness or unforeseeable circumstances, you have to:

- Notify the health care provider, WP Supervisor
- Notify Educator/WP Staff at MMT prior to 10.00am
- You may be requested to provide a medical certificate for the absence.
- Provide a “fitness to return to work” certificate signed by your GP if requested.

Please note the medical certificate provide a valid reason for your missed attendance, however it will not valid your accommodation or meal allowance needs, these are for when you are in attendance of study only.

You will be provided with two professional experience placement opportunities, arranged by MMT, if you do not attend these, then you are responsible for arranging your own placement.

If your behaviour at your professional experience placement is considered to be damaging to Marr Mooditj Training reputation as a Training Provider, then your enrolment will be cancelled.

Learner Responsibilities on Professional experience placement

Show that you are reliable, by attending your professional experience placement health care provider 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 professional experience placement, such as a needle stick injury or a manual handling injury, you must notify the following people.

- Professional experience placement Supervisor
- MMT Professional experience placement staff/Educator, who will further advise you.

Your Health and Safety at Professional experience placement

You will be required to comply with all the Work, Health, and Safety policies of the organisation you are placed with. You work within the first aid policy and procedures of the workplace.

This may include mandatory or random drug testing. If you fail a drug test while on professional experience placement, your enrolment with MMT will be terminated immediately.

Professional experience 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.

Health care providers have a legal duty to provide a healthy professional experience placement that is free from hazards to people who attend their premises. However, you have an equality important legal duty to protect yourself and make sure you do not adversely affect the health or safety of people around you.

You can do your part for job safety and 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 Health care provider what arrangements they have made about health and safety. You should find out about:
 - Hazards in the premises and the ways that have been found to control these hazards. Hazards may include high noise levels, electrical hazards, and 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 Professional experience placement Supervisor, Safety Officer at the health care facility or alternatively, contact MMT or Work Safe Western Australia.

Insurance

MMT holds insurance policies that provide cover for you during your professional experience placement, however this insurance does not cover the learner travelling to and from your placement.

The insurance policy is only valid when you are on unpaid Professional experience placement.

You are not Worker's Compensation patients and should not be treated administratively by the doctor or hospital as such.

Complaints and Appeals

Complaints are allegations made by a learner or client that relate to the conduct of an RTO, its staff a third party offering services on its behalf, or other learners.

Appeals are requests for review of decisions made by MMT. These decisions could involve assessments, progression to further training, enrolment or access to support services.

This right to a complaint and appeal also extends to persons seeking to enrol into a course with MMT.

Complaints

Problems and concerns that arise during training and assessment are the source of frustration, MMT recognises that from time to time, when problems or concerns are raised by learners and/or MMT staff, should be resolved at the time.

MMT has a Complaints and Appeals Policy and Procedures ensuring that all your grievances are considered confidentially with expediency, fairness and transparency to the satisfaction of all parties involved.

This policy applies to all enrolled learners, its staff and any third parties involved in seeking to make a complaint and/or to appeal a decision already made. Any learner whom makes a complaint or appeals must be aware of the responsibility of making the complaint or appeal and ensure they do so in writing along with any supporting evidence to support for facts surrounding the complaint.

When raising a problem or concern, it is important to give full details and advise a preferred outcome or desired resolution. This will help MMT Management to deal with the problem or concern under the correct process.

You are also encouraged to disclose any underlying personal or other issues that may have contributed to, or exacerbated, the problem or concern. This will help to approach the problem or concern in a more holistic way, including referral of the learner to other forms of support and assistance. Consideration may be given to refer to external agencies for further support by MMT.

Complaint Procedures

In the first instance, if the complaint is related to training and assessment, you should bring your concerns to the relevant MMT Educator for an informal discussion. In most cases, your concerns can be addressed through this informal process.

If you are not satisfied with the outcome of the informal discussion, the next step is to put the complaint in writing.

All formal complaints submitted to MMT need to include:

1. A description of the Complaint and what, when, where it happened. This should be brief and to the point; and
2. Whether you have already spoken with someone (such as an MMT Employee) about the Complaint or taken any other action to resolve their Complaint informally; and
3. Copies of any relevant documentation or correspondence; and
4. Outcome that is being sought by the Complainant.

All formal complaints should be made within 14 days of the incident or issue occurring. Learners will not suffer any form of disadvantage as a result of making a complaint or appealing a decision.

However, you must be aware of the making of complaints or appealing a decision which may be considered unreasonable such providing misleading information, untruthful information, refusing to provide all the information at the beginning of making the complaint or frivolous complaints may result in the Complainant's conduct being investigated, and may also result in their enrolment being withdrawn.

Acknowledgement of the Formal Complaint

Formal complaints received will be recorded within MMT Complaints registry.

- An acknowledgement of receiving the complaint will be provided to the complainant within three MMT working days.
- MMT will aim to resolve all complaints in a fair, impartial, consistent, respectful and timely manner.

Tracking of the Complaint

The progress of all formal complaints is recorded and attended to within reasonable timeframe, taking into account the nature/type of the complaint and MMT resources required to deal with the complaint.

The processing of the complaint shall be within 30 days upon receipt of the complaint in writing. Should the process take longer than 60 days MMT will provide in writing to the complainant the reasons why more than 60 days is required to resolve it.

Wherever possible, steps will be taken to safeguard the confidentiality of any information provided as part of the Complaints process. If the information has to be shared with other parties, MMT will notify the Complainant firstly by either telephone, email or letter.

Initial Assessment of Formal Complaint

Initial assessment of a formal complaint will commence within three MMT business days of receipt of the formal complaint.

If an initial assessment determines that a matter does not meet the definition of a Complaint or there is further evidence required, then MMT will send a notice to the learner before

- Referring the to an alternative or more appropriate pathway for resolution; and/or
- There needs to be further evidence submitted and this can be in a form of requesting a meeting with the Complainant and/or
- Advising the learner that the issue they have raised does not constitute a complaint.

MMT also reserve the right to refer complex matters to external agencies, as appropriate, for review.

All parties involved in the Formal Complaint management process will be kept informed, where appropriate, in writing, of progress or decisions.

Where it is recommended that Mediation occur between parties or a meeting be held, you will be given notice of a date, time and location. You may choose to bring a support person or advocate of their choice to attend the meetings.

Complaint Decision

All parties will be kept informed in writing the outcome of the complaint.

Appeals

If you are not satisfied with the decision by CEO, then the complaint may appeal the decision and appeal to MMT Board of Directors. The appeal will be considered at a full MMT Board meeting within 60 days, it is the final level of internal review. If more time is required then the Board of Directors shall inform you in writing of reasons why.

All parties are expected to cooperate in contributing to resolving the issue/s or concerns in a respectful and truthful manner at all levels of the process.

Nothing in this procedure inhibits rights of any parties to pursue other legal remedies. All parties are entitled to resolve any dispute by exercising their rights to other legal remedies. Where you are not satisfied the final decision made by the MMT Board of Directors, further appeals can be made to the following agencies:

- Ombudsman Western Australia
Tel: 08-92207555

Email: mail@ombudsman.wa.gov.au

And/or

- If the appeal is in relation to assessment:
Training Accreditation Council
Tel: 08-9441 1910

All Formal Complaints will be used as part of MMT process of continuous improvement and where an outcome identifies an error in our process, this will be addressed in order to prevent the issue re-occurring in future.

Appeals Procedures

All appeals must be lodged within 20 MMT working days of notification that is leading to the appeal.

Appeals may result when you not being satisfied with one or more of the following:

- Disagree with the outcome of an assessment.
- Appeals against discipline actions and
- Appeals against decisions arising from complaints.

The essential nature of an appeal is that it is a request by you to reconsider a decision made by MMT.

Your enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

The appeals process is initiated by you completing the learner appeals form.

The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

A maximum time of 20 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

After you make an internal appeal, the CEO will make arrange for the Board of Directors whom have not been involved in the original complaint.

Where MMT considers more than 60 calendar days are required to process and finalised the appeal, MMT will:

- Inform you in writing as to why more than 60 calendar days are required and
- Regularly update the appellant on the progress of the matter.

If the complaint/appeal is not resolved internally, you will be informed of your access to an independent/external organisation to hear the appeal.

- Community Skills WA

Tel: 08-9445 1511
www.cswa.org.au

- Training Accreditation Council
Tel: 08-9441 1910

Assessment Appeals

If you wish to appeal an assessment or RPL outcome, MMT's appeals process is as follows:

1. Discuss your concerns with the Educator/Assessor during the formal feedback session; the Educator/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 Educator/Assessor's decision, please contact RTO Administrator/Program Manager to initiate the formal appeals process. You will be asked to put your appeal in writing, using MMT's appeals form from the Front Desk. An administrative fee of \$50 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 a different Assessor for review. In the case of a practical assessment, a time for you to be observed by a different Educator/Assessor will be set up.
4. The new Educator/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. If the re-assessment decision is "satisfactory" or "competent", this will be recorded in your learner file. If the re-assessment decision is the same as the original assessment, and you are still not satisfied, you may choose to have your evidence reviewed by an external Assessor.
5. If you choose to take your appeal further, your evidence for theory assessment task (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.
6. The external 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. If the re-assessment decision is "satisfactory" or "competent", this will be recorded in your learner file. If the re-assessment decision is the same as the original assessment, and you are still not satisfied, you can contact the Training Accreditation Council, Tel: 08-9441 1910.

If at any stage of this process the Appeal for assessment is revoked, then both parties must sign an assessment appeals resolution form and abide by the outcomes agreed upon.

Handling of complaints and Appeals Document

MMT shall keep all complaints and appeal document in a secured and locked cabinet in the CEO office which is locked when unattended. The documents can only be accessed by the RTO Administrator/Program Manager and CEO.

Away From Base (AFB) Support

AFB enables eligible learners to participate in the necessary training components of an approved course where the course requires learners 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 their normal place of residence. Eligible learners 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 learners 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.
- Provide evidence of their ABSTUDY entitlement, issued by Centrelink to MMT.

Away From Base Guidelines

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

- A minimum of 20 residential days in a calendar year.
- Only available to eligible country learners.
- A minimum of 10 days must be allocated for any block of study.
- The most cost-effective travel and accommodation arrangement must be used
- Learner 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.
- Learners 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 you no show, MMT will seek to recover these costs from the learner.
- If it is reasonable and cost effective for you to return home in between your study block and placement but you choose to stay it maybe at your own cost.

Away From Base Procedures

1. An AFB learner must provide evidence of their eligibility to access this support. To be eligible you must provide a statement that you are an approved Abstudy learner.
2. Designated staff will organise learners 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 learners attending training and placements.
4. Transport is provided between the nominated accommodation and MMT in the morning and after class each day. If you choose to come in your own car it is at your 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.

AFB Supported Learner Code of Conduct

- Read the Country Learner Handbook outlining the policies, procedures, rules and regulations for Travel & Accommodation (T&A).
- Communicate with Travel & Accommodation Officer with all required T&A assistance at least one week prior to study blocks. Also prior to the end of each study block.
- Communicate with the T&A Officer with any travel that may be missed or cancelled.
- Maintain a high standard of cleanliness in the provided accommodation at all times.
- Use appropriate behaviour at the accommodation at all times.
- There is to be NO ALCOHOL or DRUGS used at the accommodation at any time.
- Follow the rules and regulations of the provided accommodation.
- If the rules and regulations are not being followed, then the accommodation will be cancelled.
- If any days are missed, deductions will be made from AFB payment.

If you are accessing this type of support and away from your placement or study classes for more than two days, then you may be asked to return home if safe to do so to recover and you may be asked to provide a medical certificate to validate as evidence of nonattendance.

Completing your Training

Qualification/Graduation

On satisfactory completion of all assessments, including your mandatory practical professional experience 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 guest you will be bringing.

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

A statement of Attainment listing all the units you have successfully completed can be requested. A statement of Attainment is a form of certification that is nationally recognised under the Australian Qualifications Framework (AQF)

Professional Development Portfolio

MMT is committed in supporting you 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:

1. Make an appointment with Student services staff/LLN Educator 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 information on
2. Work with Student services staff/LLN Educator to identify any gaps
3. Contact organisations to obtain information/document where gaps are identified

The professional development portfolio makes it easier to apply for job vacancies and increases employment opportunities.

Career Pathways after Completion

There are many pathways available into universities which is open to you who have successfully completed the course and would like to further your 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 team will provide you with more information on request and will discuss these pathways with you as you near completion of your training. MMT also invite guests from tertiary institutions and employers to speak with you about careers and further education, and training opportunities, including entry to university.

Regulations and Licensing for HLT40213 Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice

Introduction

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 and application forms for registration as an Aboriginal and Torres Strait Islander health practitioner are available on the Board's website <https://www.atsihealthpracticeboard.gov.au/Registration/forms.aspx>

Learners Registration

You 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 Graduates Registration

You 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 on the Australian Health Practitioner Regulation Agency (AHPRA) website <https://www.ahpra.gov.au>

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 your 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 required to pay for an application and registration fee which can be made in person or by attaching:

- Cheque.
- Money order.

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

These fees are subject to change. Your Educator can advise you of what the fees are for registration.

The fees and payments can also be found/made direct in the above link in the ASGR-81 form on 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 return.

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.