



Marr Mooditj Training

HLT54121 DIPLOMA OF NURSING

LEARNER HANDBOOK

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CONTACT DETAILS

Details	Marr Mooditj Training (RTO code: 0393)
Qualification code and name	HLT54121 Diploma of Nursing
Postal address of MMT	PO Box 1030 Bentley Delivery Centre BENTLEY, WA. 6983 Site address: 295 Manning Road, Waterford, WA, 6152 <u>Email address: reception1@marrmooditj.com.au</u>
Website	www.marrmooditj.com.au
Phone Number	08 9351 9344
Toll Free Number	1800 771 757
Fax Number	08 9350 6830
Course accrediting body	The Training Accreditation Council (TAC) Australian Nursing and Midwifery Council

LETTER FROM THE CEO

Dear Learners

For over 35 years, Marr Mooditj Training has been providing training and education 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 is a life changing experience, both academically, socially, and personally. This handbook is designed for Learners to orientate you to our training as you begin this journey. It contains information on the academic, social, and personal development opportunities available to you and the many resources to help you find advice and make good choices.

The handbook can be your guide to training requirements, travel and accommodation services, and other support that is offered to you. You will also find in these pages the broad outlines of what is expected of you as you are enrolled at Marr Mooditj Training.

This handbook clarifies the values and standards that we expect you to honour in your conduct as you undertake the Diploma of Nursing program. If you ever have questions about your studies, please do not hesitate to reach out to your nurse educators and Learner support services team.

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

As you read this handbook, I 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. The next 18 months provides the best possible opportunity for you to put yourself out there to gain knowledge and experience as the best Enrolled Nursing Learner you are meant to be and Learners who are open to new experiences get the most from their time here. We also encourage Learners to develop a professional portfolio, which is under the Learner Support section of this Handbook.

Your next couple of years 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 nurse. Attending 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.

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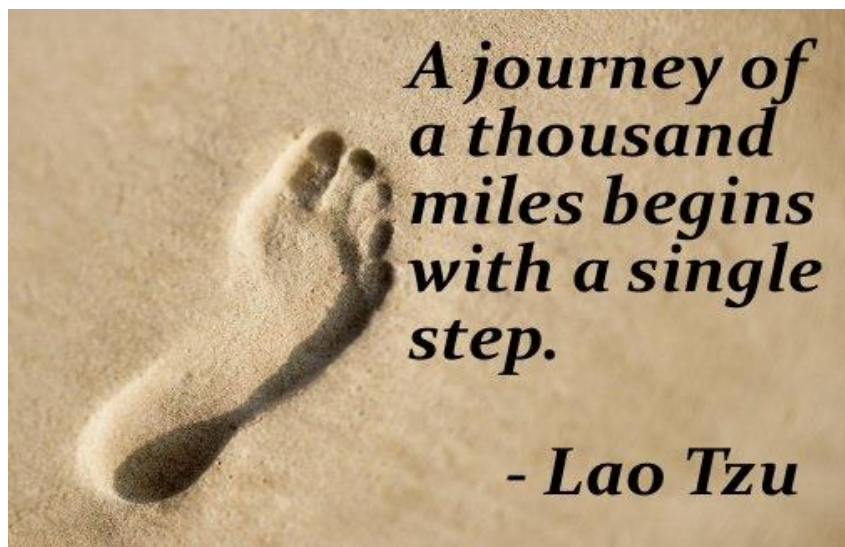
Participate in all activities that are put forward in the classroom and the placements, ask questions if you do not understand something and remember if you have doubts and consider a skill that you feel is unsafe then do not do it! **Always seek advice.** *If it is important to you, it is important to us.*

You will have to interact and collaborate with many people from different diverse backgrounds, and this requires nurses to be open, honest, and nonjudgmental always.

Life as an Enrolled Nursing Learner can feel overwhelming, remember that there are many people available here to help you through these moments. Seek out our support team or Nurse Educators, and never be afraid to ask for some of their time.

We hope that you will read this handbook carefully and use it to find the support you need. You do not have to earn the right to ask for help. Everyone at Marr Mooditj Training wants you to flourish in your studies.

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



“We have our eye on the same destination – **a sustainable future where Indigenous people are recognised for their wisdom and honoured for their culture** – there is no problem taking a different path to reach that place.” Kirstie Parker, CEO of National Centre of Indigenous Excellence.

THE HLT54121 DIPLOMA OF NURSING PROGRAM

We are very proud to offer the HLT54121 Diploma of Nursing to Aboriginal and Torres Strait Islanders throughout Western Australia. This is very exciting and a great step forward and we look forward to accompanying you on your journey to becoming an Enrolled Nurse.

Marr Mooditj Training is proud to be accredited to provide the Diploma of Nursing under the Australian Nursing and Midwifery Accreditation Council (ANMAC).

The training you are undertaking leads to a qualification for your eligibility to register as an Enrolled Nurse in Australia and New Zealand. Marr Mooditj 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.

Your qualification indicates that you can do a job according to standards expected and required in the nursing industry, therefore the course demands that you attend all scheduled classes, learn, practice and be assessed for the required skills to ensure that you are a safe practitioner. You will need to reach the necessary competencies of each block before moving onto the next one.

As an enrolled nursing Learner, you will be provided with a nationally recognised Statement of Attainment for the units you have successfully completed. At the end of the 18 months and after successful completion of the course, you will be provided with an Australian Qualifications Framework qualification from Marr Mooditj Training.

LICENSING AND REGULATORY BODIES

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.

AUSTRALIAN NURSING AND MIDWIFERY ACCREDITATION COUNCIL (ANMAC)

ANMAC is the external accreditation body appointed by the Nursing and Midwifery Board of Australia (NMBA) to assess and accredit nursing and midwifery programs of study for nurses and midwives.

NURSING AND MIDWIFERY BOARD OF AUSTRALIA (NMBA)

The NMBA registers nursing and midwifery practitioners and Learners. It also develops standards, codes and guidelines for the nursing and midwifery profession along with approving accreditation standards and accredited courses of study.

AUSTRALIAN HEALTH PRACTITIONERS REGULATING AGENCY (AHPRA)

AHPRA works with other national boards to protect the public domain by regulating Australian registered health professionals, set standards, professional codes, guidelines, and standard of practice for registered health professionals. AHPRA also works with accreditation authorities and committees to ensure that graduating Learners are suitably qualified and skilled to apply to register as a health practitioner.

TRAINING AND ACCREDITATION COUNCIL (TAC)

The Training Accreditation Council (TAC) is Western Australia's registering and course accrediting body. Marr Mooditj is registered under this body to operate as an RTO. This body is responsible for the quality assurance and recognition of vocational education and training (VET). TAC is established under the Vocational Education and Training Act 1996.

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

QUALITY INDICATOR REQUIREMENTS

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.

Marr Mooditj complies 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.

WHAT ARE TRAINING PACKAGES?

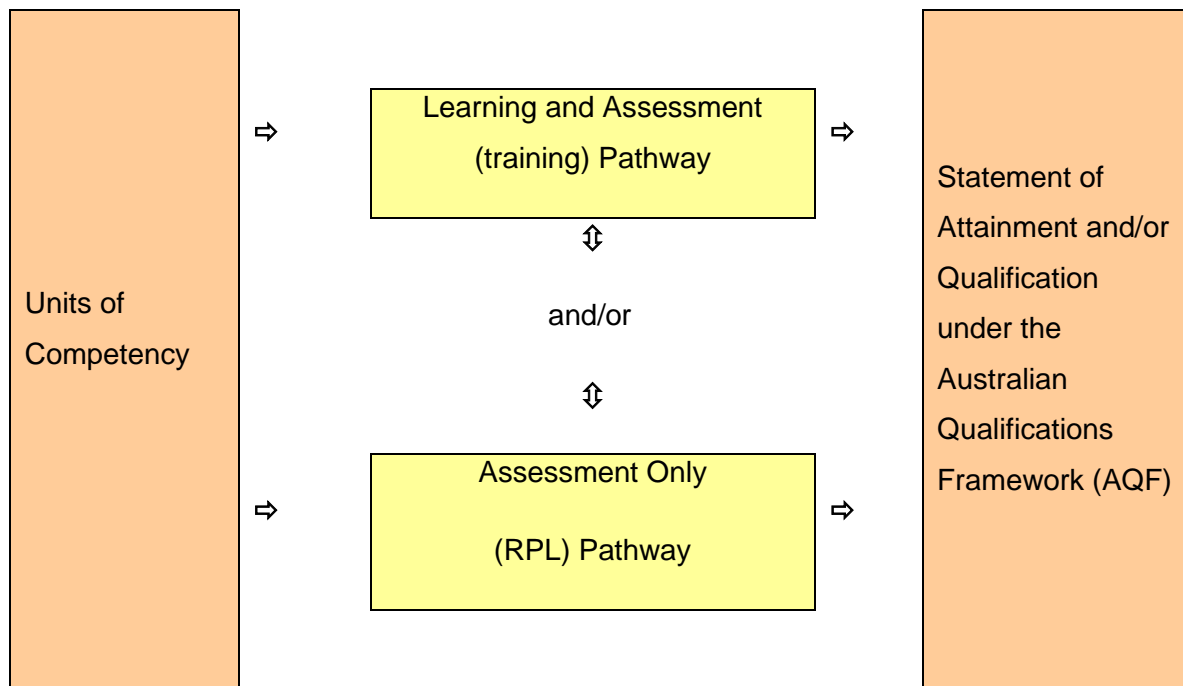
A training package is a set of nationally endorsed competency standards and qualifications used to recognise and assess people's skills in a specific industry, industry sector or enterprise. Competency standards (more widely known as units of competency or units) are not minimum standards: they reflect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

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)

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 you 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 regarding RPL, contact robert@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.

As you are enrolled in the HLT54121 Diploma of Nursing 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 contacts you – this can be 1 4-week waiting period.

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

TRANSITIONING ARRANGEMENTS/EXPIRY OF ACCREDITED COURSES

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

Discussing this with you during block meetings with Learner services team

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 meets the standards.

MMT will offer you other courses internally or may refer you to another RTO offering the same course.

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 INFORMATION

Marr Mooditj Training delivers face to face training at its premises in Waterford, Western Australia, and supports Learners in their practical placements in external health care setting across Western Australia.

MMT does not offer offshore training.

HOW TO ENROL

You can enrol:

- In person at MMT’s front desk
- Attend Orientation
- 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:

- COVID 19- full vaccination certificate
- A “Working with Children Clearance” 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.

EXAMPLE OF PRIMARY DOCUMENTS	EXAMPLE OF SECONDARY DOCUMENTS
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 within 2 working days. If you have not received this letter, please contact Marr Mooditj Training.

Upon successful attendance of orientation you will receive a confirmation of enrolment.

If we require further information, we will contact you to discuss your enrolment.

Note: To be eligible for entry to HLT54121 Diploma of Nursing course, applicants must be 18 years of age or older, are required to have:
Achievement of Exit Level 3 in an ACER literacy, language, and numeracy test and Year 12 Western Australia Certificate of Education (WACE), passing in maths and science. If WACE is not obtained, the minimum requirement is attendance and satisfactory completion of at least six years of primary and secondary education taught and assessed in English, including at least two years between years 7 and 12, as specified in the NMBA English language skills registration standard.

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 must 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@marrmooditj.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 is issued after your enrolment is 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 methods 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 be required to pay 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 Parents Next.

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., Centre pay 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 and 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:

- 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.
- At any time, the course or unit is cancelled by MMT, and this is beyond your control.
- 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.

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- Pro-rata refunds of fees and charges at any time during 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

A class/course may be cancelled due to class number being low, no Educator or due to other circumstances and we no longer have the viability to continue to deliver, MMT will provide one week notice to you in writing of the cancellation of any MMT courses and provide you with alternative course providers.

You will be provided with a choice of a full refund or the opportunity to use the pre-paid fees to enrol in other Marr Mooditj Training courses.

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 detailed for audit purposes. MMT has in place a formal process for the waiving of fees and charges.

How to apply:

Make a Financial Hardship application on the grounds of financial hardship and provide evidence to MMT to make an informed decision.

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>.

LEARNER ORIENTATION

You are expected to attend the orientation on their first day as valuable information will be provided. This is another opportunity to review all the information already provided to you and can ask questions regarding your study e.g., training and assessment, MMT's policies and procedures.

If you are unable to attend, this may impact on your enrolment. The orientation program is for the purpose of ensuring you to be fully informed of the following:

- Meet and greet Staff of Marr Mooditj Training
- Attend safety and evacuation induction of Marr Mooditj Training and Clontarf campus.
- Explanation of Australian Qualifications Framework within the Australian nationally recognised Vocational Education and Training (VET) system
- MMT RTO Regulatory Body
- Recognition of prior learning
- Recognition of Nationally Recognised AQF Certification of other providers
- Transitioning arrangements/expiry of accredited courses
- Marr Mooditj Training and Clontarf campus environment, including limited zones.
- Learner's parking

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- 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
- Learner Dress Code
- Learner Code of Conduct
- Overview of complaints, grievances, and disciplinary policies
- Accessing your personal data
- Marketing and promotion (including the use of photos of Learner images & testimonies)
- Learning plan
- Career Folder, 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.
- Wellbeing and mindfulness
- Away From Base Support Services
- Feedback and Requirements
- Café – healthy lunches

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 the Learner. It is the responsibility of all Learners to maintain their own safety and to not adversely affect the health or safety of others.

All Learners:

- 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.
- Must report incidents, accidents, and hazards to MMT staff/management as soon as possible.

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 everyone to report all incidents and accidents to Reception as soon as possible.

It is a requirement that all Learner correctly use and maintain the personal protective equipment (PPE).

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:

- Follow instructions from the Warden.
- Evacuate the area in a calm and orderly manner.
- Meet at the designated muster point, as provided in the Evacuation Diagram set up around each room.
- Remain at the muster point so that Educators can ensure all you are accounted for.

- MMT displays evacuation plans throughout the premises and this will be discussed during orientation by the team who will walk you through the evacuation process and show you the designated muster point on the Clontarf Oval.
- In the case of a fire the Lift must **not** be used.

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

Note: For Learners that attend MMT during school holidays to use the library or computer room facilities, you must advise the Learner 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 is available for your usage, you must always keep it clean and tidy.

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; and 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 A study 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 applying 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

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 can 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 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 A study approved 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.
- **Placements must** be undertaken in **Learner residential location.**
- 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 because of you no show, MMT will seek to recover these costs from the Learner.

If it is reasonable and cost-effective Marr Mooditj Travel and Accommodation officer will return you to your home in between your study block and placement. If you choose to stay it will be at your own cost.

AWAY FROM BASE PROCEDURES

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 A study Learner.

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.

Source the most effective way of travel and accommodation for Learners attending training and placements.

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.

If you miss the bus time at the MMT nominated accommodation, then you must find your own way to MMT.

Keep MMT informed of any changes to your circumstances, including change of contact numbers and details.

You will receive SMS messages to remind you of your training block dates, travel bookings, accommodation details.

AWAY FROM BASE SUPPORT SERVICE

- 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.
- Always maintain a high standard of cleanliness in the provided accommodation.
- Always use appropriate behaviour at the accommodation.
- 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.
- Supply medical certificates for any days that are missed.
- If any days are missed, deductions will be made from your AFB payment.

(Please refer to Country Learner Handbook)

LANGUAGE, LITERACY AND NUMERACY (LLN) SUPPORT

It is very important to us that if you have any concerns with your LLN skills then you need to seek the assistance and advice from our Educators in this area. They are available to you outside of class time, including your lunch time. Ask your educator for further information.

- LL&N skills workbooks are developed for Learners to practice their LLN skills.
- LL&N educators 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 and after class
- 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 reception to make arrangement for meeting with Learner support who will discuss options available to support your training. Such as wheelchair access, technology assistance. Educator will also be involved 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.

Learner Support Services staff are available to provide confidential support to those who believe 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

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

Learner Support Services 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 upstairs near the lift between classroom 3 & 4 and the other is located at the back door of the administration building. The notice boards provides the following information:

- Census dates
- Job Vacancies
- Mini workshops provided by the LLN team.
- Agency flyers applicable to the community
- Learner 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 Learner Support Services will advise you of this during 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 a requirement as a Marr Mooditj Learner that you will:

- Adhere to the guidelines set out in this Handbook.
- Treat other Learners, staff, and visitors with respect always.
- Participate in a highly effective manner in all activities throughout training classes.
- Attend all scheduled classes and work placement on time.
- Not use any mobile devices in class, without the permission of the educator.
- All electronic devices are on silent/vibrate and placed in your bag/backpack.
- Attend orientation and other information sessions as required.
- Meeting scheduled timeframes for the completion of your work.
- Carry a MMT Learner Identification card whilst on work placement.
- Keeping long hair tied back, wearing suitable clothing, and required personal protective equipment during blocks and placements.
- Act with integrity and respect for yourself, other Learners, visitors, and staff.
- You shall not act indirectly or directly in competition with MMT or in dealings with others that may be in competition with MMT.
- Help to maintain a safe learning environment and report any identified hazards to MMT staff as soon as possible.
- Follow the complaints process.
- Maintain a co-operative and productive attitude.
- Not divulge any confidential client information that Learners may acquire during their study or on work 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 (the practice of taking someone else's work or ideas as passing them off as your own), collusion (acting in a way to deceive or cheat someone) or cheating (to act dishonestly or unfairly to gain an advantage).

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- 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 work 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.

CLASSROOM MANAGEMENT AND MANAGEMENT OF CONDUCT AND PROCEDURE

MMT expects you will be thoughtful and considerate of others Learner and staff, if the behaviour is considered disruptive to MMT 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:

The Educator/Learner Services staff and the Learner will meet, and the Educator/Learner Services staff will provide a verbal warning to the Learner regarding their disruptive/inappropriate behaviour as soon as possible.

If the disruptive/inappropriate behaviour continues that is impacting on other Learner's learning, 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 provided with a written warning by MMT management within 2 days of the Educator's report.

The written warning will provide details of the disruptive/inappropriate behaviour. A copy of this written warning will be recorded into the Learner file and recorded into MMT's Learners Management System. Should the situation continue after the written warning, the Learner may be withdrawn by the Management.

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/ABSENTEES

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

MMT acknowledges unforeseeable situations and cultural considerations, which may interrupt your study commitments. It is the responsibility of you to notify MMT before 9 am advising us the reason why you will be absent. You must take responsibility to negotiate with the Educators for external study (if possible) or make other arrangements. **It remains your responsibility to catch up on any study or work missed:**

- Attending a funeral while on block, it is your responsibility to complete all arrangements and associated costs.

- Requiring time off during work placement due to cultural considerations, you must contact MMT staff immediately so that the appropriate health care provider can be notified, and appropriate arrangements can be made.
- You are required to leave class/work 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 responsibility of you to notify MMT/Educator prior to class commencement that you will not be attending.
- Should your class attendance fall below 80%, MMT must inform A study, 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 substance abuse or dependence) that is likely to impact:

- Their attendance to their professional learning and development
- Their attendance to arranged work placement.
- Their ability to safely perform clinical tasks within training setting in our simulated environment where another Learner s 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 certificate stating safe to practice this clinical training in the industry and operate medical equipment safely.

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 cease the Learner from any practice until further notice.

Marr Mooditj Training may ask the Learner to seek further advice from a Medical Practitioner and provide a medical clearance in writing.

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 able to provide medical treatment to you (this includes the provision of any medication such as Panadol)

The reason we ask 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, INCLUDING PRESCRIPTION MEDICATION

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.

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 (PEP).

Prescription medications may also affect how you perform in the clinical training; therefore, we advise that you speak to your Medical Health Professional about the effects of any prescribed medication you may be using in this profession and the ability to operate medical equipment and care for your patients effectively and safely.

You will be asked to provide us with a Medical Clearance stating you are fit to practice and perform Nursing care tasks in the public domain.

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 always, and in a manner that would be expected in a workplace.

You will be provided with one free MMT shirt (uniform) in Block 1 of your course. Should you require an additional shirt, you need to purchase them from MMT front desk. Enrolled Nursing uniforms to be worn while on placement must be purchased from the reception.

- Clothing must comply with workplace safety and health requirements. You must wear all personal protective equipment (e.g., gloves) and/or clothing required while practicing skills in clinical area.
- Must wear your Nursing uniform while on placement and in block class your normal uniform top with appropriate pants.
- It is not permitted for anyone to enter MMT grounds or buildings with bare feet or thongs. 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, shorts skirts and no singlets.
- No jegging/leggings and other form-fitting pants, and pants that are excessively torn.
- Mini-skirts and spaghetti strap dresses are not acceptable wear to MMT.
- No jewellery when attending to skills practice.
- Shoulder length hair must be tied back off and off face.
- If you have excessive body artwork/tattoos you may be asked to be covered if required by the clinical setting you're attending.
- 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. The computers and electronic resources **are not to be used for purposes other than for course requirements.**

Any misuse of computing or electronic resources is 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

We are bound by the *Privacy Act 1988* (Cth) (**Act**) and the thirteen Australian Privacy Principles (**APPs**).

This Privacy Policy describes how we manage your personal information.

Personal information we collect and hold.

We collect and hold personal information which enables us to deliver our education and training courses and comply with our obligations as a Registered Training Organisation.

The types of personal information that we may collect from *Learners and prospective Learners* may include:

- name and contact details.
- age, date of birth and gender.
- billing and payment details.
- health information.
- racial or ethnic origin.
- criminal record.
- assessment results and progress reports; and
- notes of meeting or intervention strategies.

LEARNER DATA

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 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 Commonwealth (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:

- 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
- 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
- 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 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 members of your family without your prior written consent.

We are required to collect your data at the time of enrolment. It is your responsibility to ensure you provide accurate information regarding 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 – (Australian Vocational Education and Training Management Information Statistical Standard) data. We must gather information regarding the following data: who the Learner is, where they study and what they study.

Information collected and held by MMT includes (but is not limited 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 is stored on a protected server and backed up daily. All current paperwork is stored in a locked environment.

ACCESSING YOUR RECORDS

MMT is committed to ensure 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/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 units of competency or module level qualification level
- Statements of attainment and qualification issued

TRAINING AND ASSESSMENT INFORMATION

COURSE DELIVERY

This qualification is delivered over 10 blocks of theory and practical knowledge, and 5 professional experience placements. This covers the application of nursing skills and knowledge required to be eligible for registration with the Nursing and Midwifery Board of Australia.

Learners will be required to attend all the Professional Experience Placements (PEP) arranged to meet the course and regulatory requirements.

The Nursing and Midwifery Board of Australia (NMBA) is the registering body for Enrolled Nurses. Several conditions apply in conjunction with registration for safety to practice, and includes but not limited to:

- Working with Children Check.
- Criminal Record Screening.
- National Police Clearance,
- Language, Literacy and Numeracy skills and
- Certification of sound health

NMBA set the minimum placement hours for enrolled nursing Learners and recognise that this timeframe may not guarantee effective learning. You may be required to do more than the minimum hours to gain the required competencies and be deemed safe to practice.

Marr Mooditj Training is also responsible for the learning that takes place externally in health care provider facilities.

Marr Mooditj Trainers and Assessors will be using the following mixed delivery modes as follows:

- Face-to-face learning
- Group discussions, teamwork
- Group activities, including research activities.
- Videos and other audio-visual presentations
- Portfolio/health promotion research (self & group directed with supervision)
- Tutorials are scheduled for 1 hour per day.
- Direct supervised self-paced learning for some of the underpinning knowledge aspects outside of normal class hours.
- Supervised simulations

- Online learning and research
- Hands-on practice in a simulated workplace environment, to apply knowledge derived during self-paced and face-to-face learning processes to practical situations in a supervised situation.

MMT has found this delivery approach is the most appropriate to effectively convey the required skills and knowledge to you. Nursing specific learning activities are balanced with activities aimed at enhancing your confidence, self-esteem, and employability skills.

All the courses offered by MMT lead to vocational qualifications, based on nationally endorsed competency standards.

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 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 you using your own transport or for any loss or damage to property during your travel to and from excursions.

STUDY PLAN

As part of your learning journey and the support services role, MMT uses a study plan to follow, monitor and evaluate your progression and uses this tool to encourage your personal development in your behaviours and attitudes.

If during the training, you are not progressing as expected or required, Educator/support staff will meet face to face with you to discuss if any adjustment or additional support is needed to achieve a positive outcome.

Nursing is a demanding profession, and you will face challenges both academically and personally. You must decide for yourself if you will be able to meet the learning and PEP requirements of the training and if this is really what you want to do with your lives. You are asked within the document to discuss and work through scenarios that you may come across throughout your personal life during the training timeframe and see what your response, reaction and actions will be to this scenario.

The importance of nursing as a profession but also as a lifelong learning process is stated throughout the document and by all staff at MMT. In the professional development section of the study plan, future development of yourself and your profession is explained and illustrated as being an essential part of the nursing journey.

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 as follows:

- You have the right to access the training with the right resources and be able to practice the skills over a period 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 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. 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 can carry out the task and demonstrate your knowledge competently and safely.
- Assessment evidence (such as workbooks, assignment tasks, case studies and completed Practical 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 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 can be provided to the Learner on request. Assessors are required to ensure you are informed and understand the assessment requirements and expectations.

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.

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 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 several assessment tasks for each unit/cluster.

OUTCOMES

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 successfully meet all the requirements of each of 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 all the requirements for each assessment task have not 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 re-sits.

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 are still 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 (PEP)

Attending your PEP is mandatory part of the Training, it ensures that you are provided with the practical experience required in the unit of competencies. This means you will need to ensure you are prepared; ready and will be required to provide certain documents/evidence to us before we can arrange any placements. You will need to submit these documents to your Educator/Program Manager before enrolment is accepted.

- Criminal history – You must meet the criminal history requirement to attend work experience and if you are unable to meet this requirement due to any criminal history, then we may refer you to another course or give you further advice.
- Working with children check
- COVID-19 Certificate as per provider policy
- Be medical fit to demonstrate performance criteria as describe in the Unit of competencies.
- During your placement you must demonstrate you have:
- Practiced and been signed off in the Practical Placement book for the required clinical skills.
- Signed Placement agreement to attend all hours allocated.
- Completed all the allocated hours.

COVID-19 AND ATTENDING EXTERNAL AGENCIES

All 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.

ALLOCATION OF PROFESSIONAL EXPERIENCE PLACEMENT (PEP)

This will be determined by the requirements for the placement and the experience that you are required to attain. Please note that if a placement is unavailable for you in your community, you may have to attend away from home placements.

To meet the AHPRA requirements for comprehensive registration, you are required to complete a minimum of 480 hours of PEP.

As part of this course each Learner is required to attend all **Professional Experience Placement** arranged by MMT.

ORIENTATION TO PROFESSIONAL EXPERIENCE PLACEMENT (PEP)

You will be given an orientation to the health care provider to which you have been allocated – either on the first rostered shift or at a pre-arranged time the day before.

Some health care providers have their own staff member available to conduct the orientation, in others, the MMT educator may be the one orientating Learners.

Occasionally, the person who orients you is the person whom you are working on your first shift. In this case it is your responsibility to make yourself familiar with the geographical layout of the facility, the emergency evacuation procedures, and the specific Occupational Health and Safety protocols.

Always remember, that you are a guest of the health care provider, and any negative or unprofessional behaviour may jeopardise future placements at that facility.

At no time shall you perform a skill that is not in your ability to do so. Remember to always seek advice from your Registered Nurse (RN), supervisors and/or Nurse Educator if unsure or in doubt. We must ensure all clients/patients are in safe hands.

PROFESSIONAL EXPERIENCE PLACEMENT RECORD FOR PEP

Throughout each PEP, you are required to always keep a record of your experience and practice. This may take the form of making notes in the anecdotal section of the Professional Experience Placement Record book. Entries must be dated and indicate the purpose for the journal entry i.e., task completed, situation experienced, communication used, questions to be answered when placement is completed etc. Familiar yourself with the Practical Experience Placement Record Book before you start your PEP.

DURING YOUR PROFESSIONAL EXPERIENCE PLACEMENT (PEP)

At all times demonstrate high professional standards in terms of appearance, attitude and professional behaviour adhering to the following:

- Under no circumstances negotiate rostering requests or shift changes without approval from your Clinical Facilitator/MMT Program Manger
- Adhere to the Nursing and Midwifery Board Professional Codes and Guidelines
- Wear MMT uniform always while on PEP
- Attend all shifts punctually according to your roster.
- Have a clear understanding of your scope of practice, and informing your Clinical Facilitator of issues related to your scope of practice as they rise.
- Arrive at the clinical placement with appropriate learning objectives.
- Show a sense of responsibility by doing the job well. Use your time efficiently and accept tasks involve undertaking with enthusiasm, including those tasks considered mundane or unpleasant.
- Use your initiative. Learn the basis of the job quickly so that you can carry on with limited assistance. If you are uncertain about a task or directions, ask for further explanation. Ask for work to assist, do not wait to be given.
- Be mindful of safety, by adhering to WHS Standards
- Demonstrate your commitment to the workplace by refraining from time wasting activities such as taking unnecessary smoking breaks.
- Remember this is an educational experience, not full employment. Respect your health care provider for their support to take you on your PEP.
- There is a possibility that when you arrive at a PEP facility, the staff may appear to be unaware that you were expected. Do not take this personally as their workload can be very busy.

PROFESSIONAL EXPERIENCE PLACEMENT SUPERVISION

It is a Nursing and Midwifery Board requirement that all Enrolled Nursing Learners are supervised under a Registered Nurse – either directly or indirectly.

NURSE EDUCATOR/CLINICAL FACILITATOR

Nurse educator/Clinical Facilitators will be supervising and assisting you in your placement. They are there to assist you to develop the knowledge, attitudes, and skills necessary for practice within the practical experience environment as an enrolled nurse. The Nurse Educator/Clinical Facilitator will work together with you and your Buddy nurse to ensure that you can learn and apply knowledge and skills in the clinical setting.

Roles of the Nurse Educator/Clinical Facilitator:

- Note Learner attendance at the placement.
- Orientate Learners to the facility.
- Liaise with the host facility regarding organising suitable staff to “buddy” with Learners and suitable clients for whom they will be caring.
- Provide ongoing supervision of skills, tasks, and documentation while on PEP.
- Organise visits to other areas of the facility, if applicable
- Debrief Learners following challenging situations.
- Facilitate tutorials related to the Learners’ client conditions/management.

MMT ensure Learners have access to a Nurse Educator who will always be available and contactable by phone/email on and during the placements to provide support and assist with any questions.

The Nurse Educator will assist and support you through the placement and will work with you to identify your strengths and weakness; liaise with the facility/ward staff on your behalf as an advocate, ensure that PEP requirements are being met.

PRECEPTOR

The Preceptor may be a person working within the facility and this will be like a buddy system in place for you. You will be teamed up with them and work alongside each other. They will assist you with your clinical skills, documentation, and time management. They will also be an emotional support.

At all times, if there is a problem during your PEP, queries must be directed to the appropriate facility/ward staff and MMT Nurse Educator/Clinical Facilitator.

Learners must be fully aware of the requirements of the PEP as set out in the Practical Experience Record book and work together with the Nurse Educator/Clinical Facilitator to ensure that all requirements have been fulfilled and appropriately documented.

PROTOCOL

Registered nurses at the facility may sign the PEP Record Book to acknowledge the satisfactory practice of a clinical skills or task.

All skills are to be assessed in the simulated setting prior to your PEP.

You need to ensure you skills/tasks are signed before the end of your PEP.

Your record will describe the number of times that you are to perform the skills and may be specific about the type of medical equipment that you are to use.

On return to class, Educator will ascertain the underpinning knowledge of the procedure and, if satisfactory, will counter-sign the skill checklist.

Prior to performing a skill, it is your responsibility to check the nursing care plan and facility's policy and procedure and have all equipment and resources prepared. You also need to demonstrate that you have the required level of underpinning knowledge to perform skills – for example normal values because the procedure is performed, potential complications and risks involved. You must always work within your scope. Always refer to the NMBA decision making framework if unsure.

Familiar yourself with the Practical Experience Placement Record Book:

- Fill it in after each shift.
- Work on it together with your Clinical Facilitator
- Get it signed by Registered nurses at the facility/Clinical Facilitator
- Return the completed Record book to MMT immediately when the PEP is completed.

This is mandatory to gain competence in the training units that have preceded this placement and to graduate as Enrolled Nurse.

CLINICAL PRACTICE – LEARNING CONTRACTS AND/OR EXCLUSION FROM PROFESSIONAL EXPERIENCE PLACEMENT

MMT is required by law to attest to the professional competence of each graduate. MMT cannot recommend you for professional registration unless competence in an approved practical setting has been demonstrated.

If you are denied access to a designated clinical facility because of concern about competency or breaches of professional conduct, MMT cannot assure the availability of an alternative placement.

BENEFITS OF PLANNED PEP

Well-planned and directed PEP can help Learners to:

- Integrate into the working world, which often proves so different from training facilities and home. You will be introduced to workplace expectations regarding personal presentation, behaviour, communication, working relationships and time management.
- Practice vital employability skills necessary in the workplace and profession.
- Identify and manage your own strengths and weaknesses, likes and dislikes, thus providing a basis for a satisfying and realistic career choice.
- Improve your knowledge of career options and aspects. You will learn not only the facts about these (pay, training, promotion opportunities, etc, but also the intangibles (the values, atmosphere, and job satisfaction) of certain aspects that are impossible to learn from books, films, lectures, and other training media.
- Decide on future goals, which are relevant to a chosen career. You are helped to identify what emphasis is necessary for your vocational programs and what further education may be best related to your abilities and ambitions.
- Professional Experience Placements should give relevance and direction to academic programs by providing:
 - Health Care Providers with the chance to contribute in a practical way to the career education of nursing Learners in their community.
 - Supportive Clinical Facilitators who assist you to practice the knowledge skills and values that have been taught in the units.

YOUR HEALTH AND MEDICAL STATUS

You have a duty of care to your patients, colleagues, and yourselves, and therefore should strictly always observe standard infection control procedures and regard all body fluids as potentially infectious.

You must maintain a level of health which enables you to meet the objectives of the course and the safe practice of nursing. **You are only allowed to attend Professional Experience Placement upon meeting ALL the screening requirements prior to commence.**

If any health concerns are identified, advice will be provided to Learners by Program Manager/Clinical Facilitator.

DRESS CODE ON PEP

You must wear your MMT Nursing Learner 's 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 shower every morning before you go to your PEP and that you wear clean clothes.

Deodorants can be used, but no strong perfumes or other sprays.

You must adhere to the workplace dress code policies. You who choose to be non-compliant may not be accepted by the health care provider and will need to find your own PEP.

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 work placement.

CONFIDENTIALITY OF CLIENT INFORMATION

You must always hold confidential all information obtained during your PEP 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 will be viewed in a serious breach, and it may impact on your enrolment with MMT.

MISSED DAYS OF PEP

As part of the PEP requirement, you will be requested to attend PEP to complete your task assigned. If any scheduled PEP 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 scheduled PEP due to illness or unforeseeable circumstances, you must:

- Notify the health care provider, PEP Supervisor
- Notify Educator/PEP Staff at MMT
- Obtain a medical certificate for the absence.
- Present the medical certificate to your Educator.
- Provide a “fitness to return to work” certificate is requested.

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

LEARNER RESPONSIBILITIES ON PEP

Show that you are reliable, by attending your PEP 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 PEP, such as a needle stick injury or a manual handling injury, you must notify the following:

- PEP Health Care Provider Co-ordinator/Registered Nurse
- MMT PEP staff/educator, who will further advise you.

YOUR HEALTH AND SAFETY AT PEP

You will be required to comply with all the occupational health and safety initiatives of the organisation you are placed with. This may include mandatory or random drug testing. If you fail a drug test while on PEP, your PEP with the health care provider will be terminated immediately. Once MMT is advised of the PEP termination, action will be taken in accordance with MMT's "Alcohol and other Drugs Policy".

PEPs 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 PEP 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 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 PEP Co-ordinator, Safety Officer at the health care facility or alternatively contact MMT.

INSURANCE

MMT holds insurance policies that provide cover for you during your PEP, 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.

IMMUNISATIONS AND SCREENING REQUIREMENTS

SCREENING

You are required to provide for the following:

- National Police Clearance (some organisations may request national police clearance within a 6-month period)
- Department of Health Criminal Record Screening (if provided a current national police clearance during time of application, cost is free)
- Medical Clearance
- Immunisations and screening (Fees may be involved)
- Mantoux screen (QuantiFERON®-TB Gold In-Tube), cost varies from different clinics.
- Working with Children Check for Learners on unpaid placement.
- NDIS Check

Other screenings maybe required by other providers. It is your responsibility to obtain the appropriate screenings.

Post Diploma of Nursing completion

AHPRA Registration (Register as Enrolled Nurse)

- All fees are subject to change annually.

MANDATORY TRAINING

If you are attending PEP at Fiona Stanley Hospital, you are required to read “Foundation Induction Program” document, maintained by Facilities Management, SERCO, prior to attending placement. You must present a signed “Declaration of self-study” at Learner induction.

Completed Hand Hygiene Australia online learning module, within 12 months prior to the commencement of PEP. More information available: <https://www.hha.org.au/>

Completed Basic training in correct use of Personal Protective Equipment (PPE), within 12 months prior to the commencement of PEP.

Training in Basic Life Support from a nationally accredited agency.

Training in Manual Handling for Health Professionals from a nationally recognised Manual Handling agency.

IMMUNISATIONS

Evidence of the following immune status:

- Tuberculosis
- Hepatitis B
- Diphtheria
- Pertussis
- Tetanus
- Measles
- Mumps
- Rubella
- Varicella
- MRSA
- COVID vaccination

A copy of your Immunisation and vaccination evidence will be kept in your enrolment file.

If you do not comply with the mandatory requirement this may impact on your enrolment in this qualification.

ON COMPLETION OF PEP

Return Professional Experience Placement Record Book to MMT Educator immediately with all relevant sections filled in and signed by all relevant people.

Checklist:

- Ensure all required hours for specific placement have been completed and signed.
- All performance evidence (skills during PEP) must be signed by relevant people to a satisfactory outcome.
- All Nursing and Midwifery board of Australia Standards for practice indicators must be completed and signed by relevant people. This will be further discussed and explained during class session.
- Debrief at MMT with Clinical Facilitator/Educators if required.

REGISTRATION

Due to Public Safety, the National Law states that nursing Learners must be registered with Australian Health Practitioner Registration Agency (AHPRA).

MMT advises AHPRA, on behalf of the Nursing and Midwifery Board of Australia (NMBA), of Learners who complete or cease their approved course of study/clinical training.

The NMBA can act on matters relating to Learners with impairment or convictions of serious matters, as these may affect public safety.

MMT will provide AHPRA with the following information:

- Learner name
- ID number
- Date of birth
- Gender
- Mailing address in Australia
- Email details
- Name of Education Provider: Marr Mooditj Training
- The approved course of study/clinical training being undertaken by the Learner.
- Date on which the Learner started and the expected completion date of the approved course/clinical training.

MMT must advise and provide a reason as to why the Learner ceased to be enrolled or is no longer enrolled in the course/clinical training.

Graduates are eligible to register with AHPRA. Please refer to the link below to find out more details on registration requirements for Learner and graduate nurses.

<https://www.nursingmidwiferyboard.gov.au/Registration-and-Endorsement/Learner-Registration/Fact-sheet-FAQ-Learner-registration.aspx>

There is a cost related to the registration as per AHPRA to all Diploma of Nursing Learners who wish to proceed and register as an Enrolled Nurse of \$200 +/- (subject to change)

Attending PEP 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.

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

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

Fill in your experience and any specified task listed in the PEP book.

Work on it together with your Placement Supervisor

Complete all PEP book hours (fill in the time sheet)

Return it to MMT immediately as soon as the placement is completed.

MMT requires this PEP record book to provide a collection of supplementary evidence of your skills/learning performed to a standard that meets the PEP requirements under observation by a third party.

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 aim to 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 who makes a complaint or appeal must be aware of the responsibility of doing so and ensure they submit 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 an external agency 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:

- A description of the complaint of what, when, where it happened. This should be brief and to the point; and
- 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

Copies of any relevant documentation or correspondence; and

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 because of making a complaint or appealing a decision.

However, you must be aware that making a complaint or appealing a decision may be considered unreasonable such as misleading information, untruthful information, refusing to provide all the information at the beginning of making the complaint or frivolous complaints these 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 are recorded and attended to within reasonable timeframe, considering 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 must 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 matter to an alternative or more appropriate pathway for resolution; and/or if 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 your 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 the CEO, then the complainant 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 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're not satisfied with one or more of the following:

- Disagree with the outcome of an assessment.
- Appeal against disciplinary actions
- Appeal 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 arrange a meeting for the Board of Directors who 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 resolved, 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 documents in a secured cabinet in the CEOs office which is locked when unattended. The documents can only be accessed by the RTO Administrator/Program Manager and CEO.

COMPLETING YOUR TRAINING

QUALIFICATION/GRADUATION

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

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

During graduation there are 2 prestigious awards presented to Learners. The Nurse educators will observe you throughout the entirety of your learning journey. They will then decide on the based on the predetermined criteria for both awards.

Criteria include but are not limited to:

- An attendance rate of above or near 90 percent
- Behaviours and Attitudes
- Meeting MMT values
- Feedback from others including professional experience placements.
- Met the mandatory work placement requirement of my course.
- Hands in their work nearly also on time
- Be eligible to graduate in your chosen course.

The awards at graduation are:

Nursing and Midwifery Office Award for Encouragement

The Nursing and Midwifery Office (NMO) provides high level advice and leadership on nursing and midwifery professional, workforce and policy issues. The NMO leads the strategic direction of the nursing and midwifery professions through engagement across the public and private sector and the health and education providers to build quality and effective delivery of nursing and midwifery services in Western Australia with a safe, effective workforce.

Sadie Canning Award for Excellence

Sadie Canning was Western Australia's first Aboriginal nurse. Sadie Canning's outstanding contribution and devoted service to nursing, improving facilities and indigenous healthcare in

Western Australia was recognised in the Queens' Birthday Honours in 1964 when she was awarded a MBE (Member of the British Empire).

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:

Make an appointment with Learner 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

Work with Student Services staff/LLN Educator to identify any gaps.

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 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 to make your learning journey an enjoyable and fun experience. We look forward to seeing you graduate and find meaningful employment.