



Marr Mooditj Training

STUDENT HANDBOOK

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Introduction

Welcome to Marr Mooditj Training,

Since 1983, Marr Mooditj Training has been providing Vocational training and assessment services for our Aboriginal and Torres Strait Islanders (ATSI) people and communities. We believe when you connect Marr Mooditj Training, you are embarking on a journey that is empowering and life changing experience, professionally, socially, and personally.

This handbook is a guide to provide you with information before you begin your learning journey. It contains information on training and assessment, placement and the supports that are available to you. It also tells you what you can expect from us and what we see as important from you.

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

All employees at Marr Mooditj are expected to interact with all Students in a respectful, positive manner and take responsibility to assist and support your learning and growth and this is your opportunity to make further positive changes to your life, both personally and professionally.

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

We also hope you will consider the numerous possibilities that the training world has to offer you, not only with us but to consider that you will advance further in your personal and professional development to enter higher education or employment. We reassure you this training provides the best possible opportunity for you to put yourself out there to gain knowledge and experience as best you can.

Your next couple of months with us will be well spent if you venture beyond your “comfort zones” both during placement and in your classroom. Take time to reflect on what it takes to be an outstanding confident and competent health/community worker. Attend all your classes

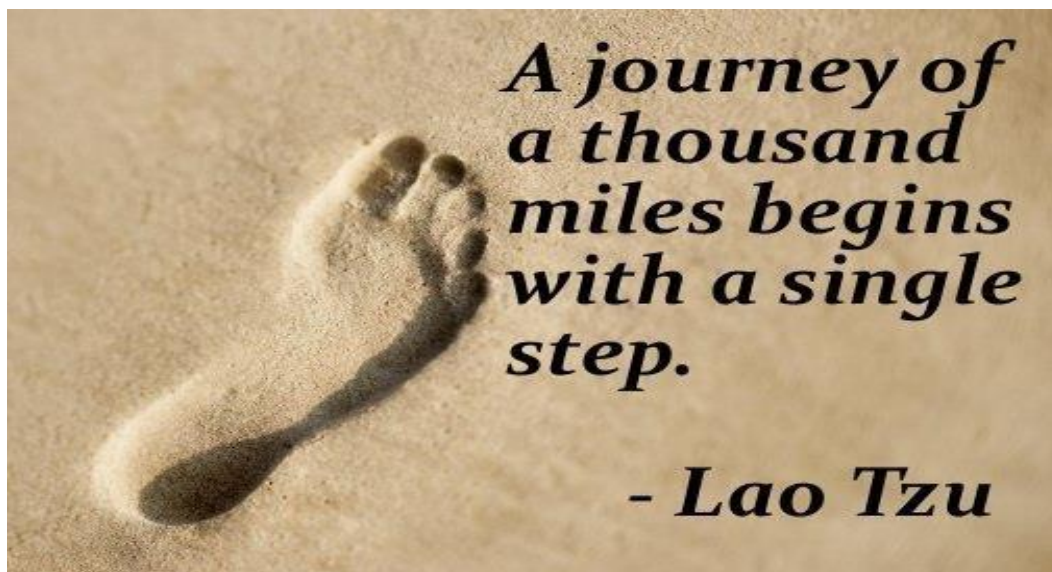
and professional experience placements allocated, remember we can offer the best environment for learning; however, it is up to you to participate fully in a productive and positive manner.

Participate in all activities that are put forward in the classroom and the placements, ask questions if you don't understand something and remember if you have doubts **always seek advice**.

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

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

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



"We have our eye on the same destination – **a sustainable future where Aboriginal and Torres Strait Islander 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.

Student Orientation

You are expected to attend the information 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 course training and assessment, MMT's policies and procedures. Marr Mooditj Training uses this orientation day to determine if the course is the right fit for you. It also is to determine what if any support you need can be provided by us.

If you are unable to attend, this may impact on your enrolment into your chosen course. The information session is for the purpose of ensuring you to be fully informed of the following

- Meeting relevant staff of Marr Mooditj Training
- Be informed of any 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
- LLN level needed for course requirements (LLN Scale)
- Assessment requirements, agreements, outcomes & assessment appeals
- Fees and charges information
- RTO Regulatory Body
- Recognition of prior learning information
- Recognition of Nationally Recognised AQF Certification of other providers
- Transitioning arrangements/expiry of accredited courses
- Marr Mooditj Training and Clontarf campus environment, including limited campus areas
- Student's parking
- Cancelling a course
- Professional Experience Placement book information and mandatory requirements
- Information about attendance and study skills
- Student Insurance
- Support services available
- Student Dress Code
- Student Code of Conduct
- Overview of complaints, grievances, and disciplinary policies
- Accessing your personal data
- Marketing and promotion (including the use of photos of Student images & testimonies)
- Learning plan
- Career Folder, this resource includes the Students learning and professional achievements, which makes it easier for the student to apply for job vacancies and increases employment opportunities.
- Wellbeing and Cultural obligation
- Country students - Away From Base Support Services
- Feedback and Requirements
- MMT Café – healthy lunches options

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, Students, employers, and providers by enabling national recognition of Qualifications and Statements of Attainment.

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

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

RTO Regulatory Body

Marr Mooditj Training is a government-approved Registered training Organisation (RTO) to provide nationally recognised training as per the approved scope of training listed at training.gov. The Training Accreditation Council (TAC) is Western Australia's registering, regulating body for all qualifications delivered by an RTO's and regulates Marr Mooditj to ensure we meet all the standards and conditions of its registration.

Other Regulatory Body

Marr Mooditj Training offers course which are regulated by a registration body listed below:

1. The Nursing and Midwifery Board of Australia (NMBA) undertakes functions as set by the Health Practitioner Regulation National Law, as in force in each state and territory (the National Law). The NMBA regulates the practice of nursing in Australia, and one of its key roles is to protect the public. The NMBA does this by developing standards, codes and guidelines which together establish the requirements for professional and safe practice by nurses in Australia.

2. The Australian Health Practitioner Regulation Agency works closely with the Aboriginal and Torres Strait Islander Health Practice Board of Australia to regulate and approve the HLT40221 Certificate IV in Aboriginal and/or Torres Strait islander Primary Health Care Practice. This agency works to ensure that Australia's Aboriginal and Torres Strait Islander Health Practitioners are suitably trained, qualified and safe to practice. Public safety is their priority.

The functions of the Aboriginal and Torres Strait Islander Health Practice Board of Australia include:

- developing standards, codes and guidelines for Aboriginal and Torres Strait Islander Health Practice
- approving accreditation standards and accredited courses of study.
- registering Aboriginal and Torres Strait Islander Health Practitioners, Nurses and students
- handling notifications, complaints, investigations and disciplinary hearings

If you are a student enrolled in HLT54121 Diploma of Nursing program or HLT40221 Certificate IV in Aboriginal and/or Torres Strait islander Primary Health Care Practice, we must provide your name to APHRA and again at the end of your studies, this supports when you are applying for registration. You are required to work towards providing further details and fees directly to the board upon nearing the completion of your studies. We will work to support you when you are closer to your successful completion date of your studies.

Competency Based Training

The training at Marr Mooditj is based on the principles of Competency Based Training. Delivery and assessment will involve Students accomplishing theory and practical tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks. MMT has a legal and regulatory responsibility to comply with the 2025 Standards at all times, this includes issuance of AQF certificates and statements of attainments.

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) and is required to collect and report your performance against the Student engagement, employer satisfaction and competency completion quality indicators to our Registering body. This means that you will be provided with a survey that will collect data on MMT training and assessment services and this data is uploaded and submitted to the relevant body.

Accredited Courses

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

What are Training Packages

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

Transitioning arrangements/expiry of accredited courses/changes to agreed services

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

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

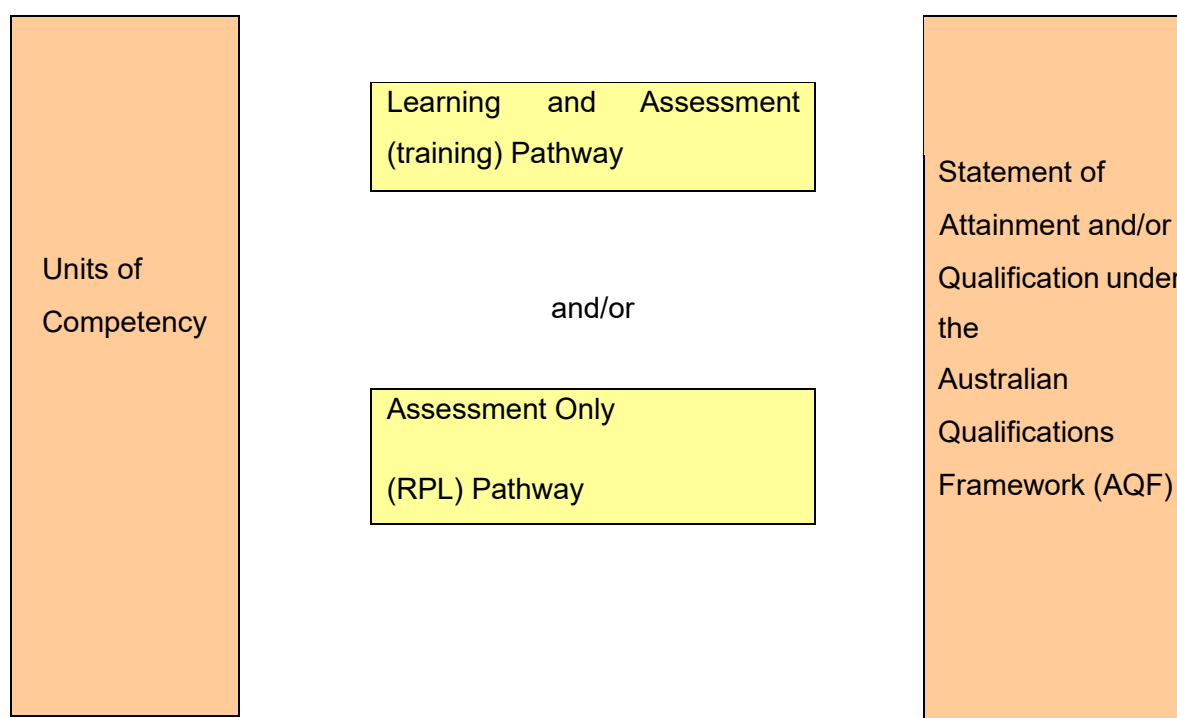
Credit transfer of Nationally Recognised AQF Certification from other providers

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.

For a Student to gain credit transfer, you must provide the correct evidence of your existing statements issued and must be direct equivalence to the credit transfer you are seeking. Should you wish to claim recognition for nationally endorsed units of competency you have 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 below and does not attract any fees.

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:



RPL process is available to all students. If you wish to undertake RPL for any competencies you think you already have, please contact MMT, who will provide you with RPL Guidelines. Please note that RPL will attract fees. Students will be provided with RPL for units they have completed in full, and for underpinning knowledge (subjects) they have successfully completed previously (please note that practical assessments are required for full achievement of the units).

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

observation. On request MMT will provide you with the RPL booklet that needs to be completed, and all supporting documentation attached for MMT to process your request for RPL.

All MMT students must complete their training according to the requirements of the training package. MMT also does not guarantee any student that they will be able to complete their training in full, or receive any particular job offers/outcomes from external job providers.

Marketing and Promotion

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

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

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

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

Enrolment Process

You can enrol by:

- In person at MMT's front desk
- Online enrolment via Marr Mooditj website www.marrmooditj.com.au

Marr Mooditj regularly sends out information to the community regarding courses and you may apply for enrolment online or in person at our office attend our front desk

MMTAC will provide sufficient accurate information to students prior to enrolment, to allow them to make an informed decision about their enrolment. Information provided by MMTAC on specific courses will include the following:

- all VET fees payable to MMTAC in connection with the course and any other fees required
- Course information, include timeframe, block dates
- Mandatory work placement

- Abstudy details
- a description of student support services
- RPL and Credit transfers
- USI information and access
- any course prerequisites or skills and knowledge required

The application is received directly into our internal system and is checked daily by our enrolment officer, once received we will give the applicant a call and SMS to discuss the following:

- Your suitability to enrol into the course
- Your evidence of Aboriginality
- Your location
- Fees if applicable
- Previous training completed
- Support required and further information that will support your application to enrol into the course.
- If any support is required

Unique Student Identifier (USI)

Students 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

If you have a USI number MMT can validate this through our student management system (PowerPro)

Figure 1 Validation of USI number on PowerPro

Supporting evidence required for enrolment in:

The HLT54121 Diploma of Nursing course, applicants must be 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
- COVID 19- full vaccination certificate (if applicable at your placement)
- If applicable may need to demonstrate fit to work assessment

The CHC51015 Diploma of Counselling:

- At least 2 years' experience working in industry (letter for employer) or
- have completed the Certificate IV level in Mental Health

Work placement are organised by Marr Mooditj Training.

All students MUST provide the following documents to attend their work placements.

- A "Working with Children Check" (to be submitted at Australia Post), there are associated costs to be paid by Student.
- 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
	Medicare Card
	Health Care Card
	Debit or Credit Card
	Working with Children Card
	Bank Statement

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

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

Withdrawal/Deferring your Study.

Marr Mooditj Training would appreciate it if you, advise us in writing of your withdrawal or deferral of your study via email

Reception1@marrmooditj.com.au or mail to PO Box 1030, Bentley D.C., WA 6983

Fees and Charges

Marr Mooditj does not collect fees in advance.

Marr Mooditj Training must charge you fees where applicable, and MMT have a documented process for the receipt of Student 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)). Students' 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. For targeted relief course, concession fee capped at \$400, non-concession fee capped at \$1,200.

A course fee notice will be issued after your enrolment is approved and agreed by yourself and MMT. This is a notice advising Students 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.

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

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

Eligibility for concession rate

Eligibility for the concession rate on course fees is determined at the time of enrolment. The following Students 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 attracts the appropriate fees and charges.

Payment options

Marr Mooditj does not collect fees in advance. On enrolment students may take up one of the following payment options:

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

Payment plan

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

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

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.

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 Students are provided with a fees statement showing the amounts paid and any outstanding amounts each block.

If no payment is being made within a reasonable timeframe and you complete your course successfully then MMT may withhold your qualification until the amount is paid in full or a 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 in writing of your withdrawal, as it is necessary to ensure you are eligible for refunds.

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

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

1. You accept an offer of a place in a university. In this situation, you must provide a copy of the letter of offer with your written advice of withdrawal.
2. At any time, the course or unit is cancelled by MMT and this is beyond your control.
3. Withdraw before the census date (The census date marks the point in a study period that you become financially liable for a unit which is no less than 20% of the way through the period during which that unit is undertaken) of the unit. List of census date will be shown in your fee notice, invoices, and MMT website.
4. Pro-rata refunds of fees and charges at any time during the course of delivery if Students 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 student 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:

- Not provide you with your results
- Not issue a Certificate/Diploma at the end of the course if the course fees are not paid.

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

Waiving of fees

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

How to apply:

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

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

Cancelling a course

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

Other Charges

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

Consumer Rights

As a Student 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>

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

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

All Students must:

- Have a duty of care for their 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.
- Fit to undertake clinical skills and operate medical equipment in the MMT clinics and on placement.
- Must not wilfully interfere with or misuse items or facilities provided in the interest of safety and health of all at MMT
- Must report incidents, accidents and hazards to Front Desk 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 students to identify, report and control hazards in consultation with MMT. Similarly, it is the responsibility of staff, Students and visitors to the workplace to report all incidents and accidents.

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

Emergency procedures

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

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

1. Follow instructions from the Warden
2. Evacuate the area in a calm and orderly manner
3. Meet at the designated assembly area, as provided in the Evacuation Diagram
4. Remain at the assembly area so that Educators can ensure all students are accounted for
5. MMT displays evacuation plans throughout the premises, and this will be discussed during the Information Day by the Student Services team who will walk you through

the evacuation process and show you the designated assembly area on the Clontarf Oval.

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

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

Note: For Students that attend MMT during school holidays to use the library or computer room facilities, you must advise the Student Services team, and sign in at the Front Desk, so that we are aware that you are in the building, should an emergency evacuation occur. Occasionally students may need to leave MMT for personal reasons. In these instances, please let Front Desk know that you are leaving the campus.

Student Support

Support Service aims to enhance your learning environment and provides confidential support to help you to achieve your learning goals. Your needs will be reviewed on an individual basis. There is a variety of support that can be provided, these include but are not limited to:

- Assistance with Abstudy information
- Social activities including BBQ functions for Students and staff
- Advice on Financial hardship applications
- Access to healthy Lunches
- Informal counselling and advise.
- Support in applying for all clearances required for work placement and courses
- Access to study Skills area
- A friendly ear
- Assistance with referrals to external services
- Tutoring/mentoring/coaching support
- Language, Literacy & Numeracy
- Access to 30 Computer lab
- Cultural enrichment
- External visits to industry areas
- Resume, addressing selection criteria, cover letter & job interview techniques
- Career development and advice
- Maintain Student noticeboard
 - o Job vacancies

- o Bus & train timetables
- Travel and accommodation for country Students only

Language, Literacy and Numeracy and Digital (LLND) Support

A experienced and qualified LLND teacher is available to provide this support service.

LLND educator offer the following supports:

- Designated LLND team member for the course during your training with MMT
- Identify Students LLND support requirements, LLND teachers will discuss, plan and develop individual programs for each Student, taking consideration of your personal status.
- LLND skills workbooks are developed for Students to practice their knowledge
- LLND teacher to attend classes with course Educator in team teaching capacity to provide support to Students
- Provide small group or individual support during class or after class
- One-on-one support and group support before class (8:30 – 9 am), during and after class (3:45 – 4:30 pm)
- Ongoing workshops covering computer skills, researching skills, note taking, reporting writing and study skills.
- Practical workshops for preparing resumes, job applications, addressing selection criteria's and interview skills.

Disability Support

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

Those who declare a physical or intellectual disability in their enrolment form, that may have limited access to training or assessment, should contact the student services staff for a meeting, who will discuss further. Marr Mooditj Training is committed to supporting students; however, if we are not confident that we do not have the required or effective resources required essential for support, then referrals to larger organisations with more resources might be necessary.

Anti-Discrimination

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

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

Informal Counselling and Advice

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

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

Student Notice Board

There are 2 notice boards at MMT. One is located on the wall near the lift between classroom 3 & 4 and the other is located at the back door of the administration building. The notice boards provide the following information:

- Census dates
- Job Vacancies
- Mini workshops provided by the LLN team
- Agency flyers applicable to the community
- Student services Memo's for Students
- 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 student notice board.

Scholarships

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

Personal/Professional Development Plan

As part of your learning journey and the support services role, MMT uses a 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.

MMT is obliged to ensure all of our health-related training focusses on public safety as this is where students will be required to demonstrate skills and knowledge, therefore you will face challenges both academically and personally throughout your studies.

Student Parking

Parking is available at the designated area, at the bottom of the hill next to the Clontarf Oval. You will be asked to move your car if it is parked in the staff car park.

Lunch provided

A healthy lunch will be provided for you, through our café. Microwaves and a fridge is also available for your usage, you must always keep it clean and tidy. If these are not kept clean, they may be removed. Hot water is available via the water dispenser located near the vending machine.

Training and Assessment Information

Course Delivery

Course delivery timeframe is depending on which course you are enrolled in. Please refer to the course specific information flyer for each course. Marr Mooditj Training offers the training in block release to cater for our target group including away from base (regional and country students).

Class times

MMT courses are delivered via block release.

You will be required to attend all of your scheduled class times.

9 am – 4 pm Monday – Friday

External visits

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

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

Assessments

MMT adheres to the assessment requirement as per the Standards for RTOs 2025 and listed below is some of the information around assessment and what must be considered by you as the student undertaking any assessments.

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

- You have the right to access the training with the right resources and be able to practice the skills over a period of time both in simulated environment and in the real workplace setting. You will only be deemed competent when you have demonstrated sufficient and reliable evidence to show you have the correct skills and knowledge.
- During your assessment you will be required to demonstrate your ability to perform relevant tasks in a variety of situations, including in your professional experience placements. You will be required to understand what you are doing and why you are doing it. If you are in doubt, it is important that you do not carry out the assessment task, **STOP** and ask your assessor to give you more time to practice before reattempting the task. Do tell your assessor why you need more time to practice so they can ensure adjustment can be made if required.
- Your Assessors must provide you with information on the assessment process before, during and at the end of every assessment. MMT is obligated to you, the relevant industry and employers to ensure we provide the highest possible training, using the correct resources/equipment. This is reflected in you when you are able to carry out the task and demonstrate your knowledge competently and safely.

- Assessment evidence (such as workbooks, assignment tasks, case studies and completed Professional experience placement Records) must be submitted by the due date, unless an extension has been granted; otherwise, a "not satisfactory" outcome will be recorded for that assessment task.
- Failing to attend a practical assessment without a valid reason will also lead to a "not satisfactory" outcome.
- If an extension or re-schedule is needed for an assessment task, and the student 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 student 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 Program Manager.
- All assessment tasks must be done honestly by you, without any form of cheating or coaching. To avoid plagiarism, you must properly acknowledge all information sources. Cheating or plagiarism will result in a not competent outcome for the assessment task, and immediate suspension/expulsion.

You are responsible for:

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

Reasonable Adjustment

You have opportunity for reasonable adjustment if needed to be made during the assessment. If you have any special needs that may limit your access to assessments, such as a physical or learning disability, or English not being your first language, please let your Educator know and further adjustment can be made.

Reasonable adjustments related to changes that can be made to the assessment process to improve accessibility, such as modification of the assessment method (such as verbal assessment, rather than written) or provision of allowable aids (such as large print assessment materials) may be considered.

Please note that reasonable adjustments cannot be made if they compromise the outcomes stated in the units of competency, or if they break legal or statutory requirements.

For example: If the unit states that you must “maintain current, complete, accurate and relevant records for each client contact”, and you have difficulties writing due to a medical condition, you will be allowed to take case notes using a voice recorder (if the client consents), or voice-activated computer software (if you have the equipment) but your records must still be current, complete, accurate and relevant for every single client.

Assessment Agreement

The assessment agreement describes the assessment process, required outcomes and assessment task as per the block delivery, and a schedule of assessment tasks for the block.

Your Educator will explain this assessment agreement to you, and you will be required to sign the assessment agreement. This agreement must be filed in the student file, and a copy will be provided to the student. Assessors are required to ensure you are informed and understand the assessment requirements and expectations.

Assessment Competency/Outcome

Demonstrating Competency

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

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

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

Outcomes

Your outcomes will be measured against the specifications set in the nationally endorsed standards, through practical assessment of your skills, in addition to theory assessments.

Please note that, to be found competent in a unit, you must meet all the requirements of all the assessment tasks.

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

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

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

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

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

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

Student Code of Conduct

As a MMT student, you will be expected to conduct yourself in an appropriate manner and respect the rights of others including staff and other students, visitors, and contractors. Your training may be terminated if you display behaviour that is disruptive, aggressive behaviour such as yelling, swearing, intent to harm another person with an object or inappropriate actions towards your fellow students or MMT staff.

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

This student code of conduct also is for students attending placements.

It is a requirement as a Marr Mooditj Student that you will:

[HTTPS://MARRMOODITJ.SHAREPOINT.COM/SITES/MARRMOODITJTRAINING/DOCUMENT LIBRARY/STUDENT
HANDBOOKS/STUDENT HANDBOOK.DOCX](https://marrmooditj.sharepoint.com/sites/marrmooditjtraining/document%20library/student%20handbooks/student%20handbook.docx)

- Adhere to the guidelines set out in this Handbook.
- Treat other Students, 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.
- Attend the Information Day and other information sessions as required.
- Meeting scheduled timeframes for the completion of your work.
- Act with integrity and respect for yourself, other Students, visitors, and staff.
- You shall not act indirectly or directly in competition with MMT or in dealings with others that may be in competition with MMT.
- Help to maintain a safe learning 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 Students may acquire during their study or on work placement.
- MMT is not liable for any loss of Student 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).
- 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.
- Students in MMT uniforms or identifying themselves as students of MMT must never post on any social media platform, this may bring MMT in disrepute and damage partnerships with work placement providers. This may constitute immediate withdrawal from the course.

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

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 Students, staff, and visitors
- Displaying or forwarding pornography of any kind
- Damage to MMT/Student /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 or you return a positive result upon testing
- Alcohol or drug 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.

MMT expects you will be thoughtful and considerate of other Students and staff, if the behaviour is considered disruptive to the 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 following process will be followed:

1. The Educator/Student services staff and the Student will meet and the Educator/Student services staff will provide a verbal warning to the Student regarding the behaviour as soon as possible.

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

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

Illness and injury Policy

MMT understands that there are times that you may become unwell or suffer an injury, however we ask you if it is potentially infectious refrain from coming to class to minimise any spread. You may be asked to provide a medical certificate as evidence if you are receiving any financial support.

Call Front Desk before 9am to advise your educator that you will be absent.

Attendance Notices

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 your responsibility to notify MMT/Educator prior to class commencement that you will not be attending.
- Should your class attendance fall below 80%, MMT must inform Abstudy, and this may affect your Abstudy payments.
- MMT acknowledges that there may be other cultural issues that need to be considered and we will endeavour to support and assist in ensuring that every opportunity is given to the Student for them to continue their study.

Withdrawal procedure for attendance issues

A roll is done each day and if a Student is not present in class by 9.30am then it is recorded as Absent or Away from class.

A minimum of 80% of total block of all scheduled face to face training sessions must be met by each student. This requirement is to meet eligibility such as:

- receiving Abstudy,
- be eligible for AFB allowance,
- receive daily lunch support

If the attendance becomes less than 80% then the educators must report this to the Manager as soon as reasonable possible, who will then issue a written notice to the Student.

Student Attendance Procedure

1. First notification via SMS method or phone call (below 80%)

2. Second written notice (below 70%)

Meeting with Training and Assessment Manager/Nurse Program Manager/Student support officer

Study plan

3. Final written withdrawal notice
(below 65% with no improvement)
Appropriate agencies informed of withdrawal

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, 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. Uniforms to be worn while on placement must be purchased from Front Desk.

- Clothing must comply with workplace safety and health requirements of the workplace. You must wear all personal protective equipment (e.g., gloves) and/or clothing required while practicing skills in clinical area.
- Must wear your uniform while on placement
- In block class your normal black top with appropriate pants.
- No jegging/leggings and other form-fitting pants, and pants that are excessively torn.
- 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.
- Mini-skirts and spaghetti strap dresses are not acceptable to wear to class or placement.
- Shoulder length hair must be tied back and off the face.
- If you have excessive or objectionable body artwork/tattoos you may be asked to cover them if required by the clinical setting you're attending.
- You must meet applicable dress codes (including piercings, hair and tattoos) when you undertake your practical placements.

- 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.
- 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 due to mask fitting if required.

Assessment of fitness to work

All Students must be able to participate safely in training at MMT campus, and on Professional Experience Placements (PEP).

It is a condition of your enrolment, that you must be fit work to attend the MMT campus and any PEP. If MMT reasonably suspects that if there are factors impacting upon your fitness (for example, due to the influence of alcohol or other drugs):

- we will discuss this with you;
 - we may require you to undergo and you agree to participate in testing arranged by MMT at our cost; and/or
 - if we consider it appropriate, you may be directed to leave the MMT campus. Transportation may be provided in those circumstances.

In the event we require drug or alcohol testing:

- Marr Mooditj Training will pay for the test.
- If a student fails to pass the test, the student will be immediately withdrawn from their course.
- If a student refuses the test or fails to follow MMT's directives, the student will be immediately withdrawn from their course.
- If the test shows no drugs in the Students system, no further action will be required at that time.

If a Student at Marr Mooditj Training suspects another Student may not be fit for work (ie unfit to attend PEP/class) they are encouraged to follow the complaints process.

Alcohol and other drugs

Students must not consume or be under the influence of alcohol or unprescribed drugs during class/block periods or PEP. Possession of these substances at the MMT campus or PEP's grounds for immediate termination of enrolment as a Student with MMT.

Marr Mooditj Training will not tolerate any breach of the above.

Prescription medications

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

Privacy and Confidentiality

MMT takes privacy very seriously and complies with all legislative requirements. These include the Privacy Act 1988. The Privacy Amendment (Enhancing Privacy Protection) Act 2012

(Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). The main change is that all businesses that collect or handle personal information will be required to comply with a new set of principles, the Australian Privacy Principles (APPs) as of 12 March 2014.

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

All information shared is kept in the strictest confidence by all parties and is available on request. The Privacy Notice at Schedule 1 of the National VET Data Policy explains these requirements, which can be accessed through: [VET Data Privacy Notice - Department of Employment and Workplace Relations, Australian Government](#)

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

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

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

The relevant Privacy Principles are summarised as:

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

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

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

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

Use of Information Technology

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

MMT reserves the right to not be held responsible for any Students leaving their personal and private information left on any MMT devices.

If you are logging into any personal accounts on MMT devices we will not be held responsible for misuse of that information by any persons.

Please refrain from accessing any accounts such as but not limited to Facebook, personal emails, Twitter, Instagram or any other social media accounts.

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

Student Information

Under the Standards for RTOs 2025, we are required to collect your data at the time of enrolment. It is your responsibility to ensure you provide accurate information in regard to yourself and your enrolment. It is your responsibility to ensure you inform us of any change of personal details in writing within seven days of the change occurring.

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

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

- Student 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.

Accessing your Records

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

You have access to the following:

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

Records Management

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

Professional Experience Placement

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

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

- 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. Students are responsible for providing a copy of their Police Clearance to the workplace that they will be completing their professional experience placement with.
- Working with children check
- COVID-19 Certificate as per provider policy if required

During your placement you must demonstrate you have:

- Practiced and been signed off in the Work Placement book for the required skills.

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

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

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

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:

1. Notify the PEP Supervisor/preceptor
2. Notify Educator/PEP Staff at MMT
3. Obtain a medical certificate for the absence.
4. Present the medical certificate to your Educator.
5. Provide a “fitness to return to work” certificate if 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 and/or your enrolment may be withdrawn.

Professional experience placements (PEP) have been included in all of MMT’s qualifications. Marr Mooditj Training supports Students attending all required Professional experience placements because they:

- strengthen the individual’s experience of the workplace
- support future expectations of performance in the workforce
- develop practice skills and application of knowledge within the workplace, promoting stronger embedding of learning
- provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation.

Furthermore, professional experience placements can also help to prepare Students for their learning experiences. Here you must show that you are able to fulfill the job role and be reliable, by attending your PEP 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 any injury occurs during your PEP, such as a needle stick injury or a manual handling injury, you must notify the following:

External PEP Supervisor/Co-ordinator

And

MMT PEP staff/educator, who will further advise you.

Insurance

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

Professional experience placement Supervision

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

Dress Code on PEP

- You must wear your MMT Student '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.
- Those who choose to be non-compliant may not be accepted by the health care provider and this may impact on your enrolment with MMT.

Confidentiality of Client Information on PEP

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

A breach of confidentiality and privacy is a serious breach, and it will impact on your enrolment with MMT.

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.

Characteristics of work in the health industry

Work in the health industry reflects a complex inter-relationship of duty of care, ethical behaviours and personal values in the context of the provision of high-quality service to clients.

The nature and principles of work in the health industry include:

- meeting duty of care, legal and statutory responsibilities (ethical behaviour)
- providing a non-discriminatory service
- providing a client-centred approach.

It is essential that workers have a sound understanding of the complex regulatory environment in which they work given the interaction between health professional registration legislation; consumer protection and health complaints legislation; public health legislation and the common law principles that apply to a treating practitioner/client relationship.

Workers in the health industry need a sound understanding of:

- duty of care, informed consent and the principles of negligence
- duty of confidentiality and privacy legislation
- acceptance of limits of personal competence and the need for appropriate referral of clients to other health care practitioners
- ethical practice issues, particularly around inappropriate client relationships
- limits on practice and issues around boundaries, licensing and registration with other practitioners and health professions

Fitness for PEP

All Students must attend the Marr Mooditj Training campus and any professional experience placements (PEP) in a fit state. Students must be adequately sound of mind and body to carry out their study and skills practice safely and productively.

All Students have a duty of care to themselves and others while attending PEP. If there is a concern around safety of any Student whilst on PEP, the complaints process will be used.

For more information, see the section of this Handbook titled 'Assessment of fitness to work'

Sickness or injury while on PEP

An issue may arise when a Student:

- injures themselves
- develops an illness, disease or health condition impacting their ability to safely perform their skills
- notifies their manager and provides a medical certificate stating they are unable to attend placement as required for medical reasons
- does not have the ability to safely perform the skills required in the PEP record
- requests modified duties or declares they cannot perform the skills required in the PEP record
- experiences non-work-related stress or personal difficulties which negatively impact their ability to perform
- is fatigued to the point that it impacts their placement performance.

Or is unable to safely perform:

- the requirements of their PEP: for example, being affected by alcohol or other drugs, or prescribed medication

Marr Mooditj Training may become aware of potential issues through various means, including, but not limited to:

- self-reporting of a health issue
- direct observation of changes to PEP performance or behaviour
- received written complaints
- drug and alcohol testing, as described in the section of this Handbook titled 'Assessment of fitness to work'

Example of fitness to work form

Medical Practitioner Name: _____

Clinic Name: _____ Contact: _____

Student Full Name: _____

Date of Birth:

Marr Mooditj Training is a Registered Training Organisation. The Diploma of Nursing course requires the Enrolled Nurse Student to perform functions that are physically demanding, including performing clinical skills and operating heavy medical equipment in a simulated lab and in various health care provider settings.

We require the student to provide us with evidence that they have attended a fitness to work assessment with a Medical Practitioner.

This ensures they are currently:

- Mentally and medically fit to attend placements as a nursing student
- Free from impairments that could potentially put the community at risk

This Enrolled Nursing student has been medically assessed and is considered to be:

Fit for work:	<u>OR</u>	<u>Not</u> fit for work:
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Medical Practitioner signature: _____

Date of assessment decision: _____

Notes (if Applicable):

Immunisation documentation required for professional experience placement

Requirement	Date Requested	Date Confirmed	Initials:
Fitness to Work Form			
Hepatitis A Immunity			
Hepatitis B Vaccine x3 or Immunity		p 1 st _____ p 2 nd _____	

		p 3 rd _____ Immunity Confirmed: _____	
Mantoux/Quantiferon Gold TB screen			
MRSA screen (if in a hospital outside WA in last 12 months)			
Polio Vaccine/Immunity			
Diphtheria + Tetanus Vaccine/Immunity			
Measles Vaccine/Immunity			
Mumps Vaccine/Immunity			
Rubella Vaccine/Immunity			
Varicella Vaccine/Immunity			
Pertussis Vaccine/Immunity			
COVID – 19 Vaccination/Immunity			
Influenza (Yearly)			

Your Health and Safety at Professional experience placement

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

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

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

Health care providers have a legal duty to provide a healthy professional experience placement that is free from hazards to people who attend their premises. However, you have an equally 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 a healthy work environment, here are some ideas:

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

If you think there is a danger to your health or safety speak to your Professional experience placement Supervisor, Safety Officer at the health care facility or alternatively, contact MMT or Work Safe Western Australia.

Medical Emergencies

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

Away From Base (AFB) Support

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

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

MMT is obliged by Away from Base Mixed-mode course guidelines and policies. To be eligible for assistance Students must be:

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

Away From Base Guidelines

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

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

- If it is reasonable and cost effective for you to return home in between your study block and placement, but you choose to stay, it may be at your own cost.

Away From Base Procedures

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

AFB Supported Student Code of Conduct

- Read the Country Student 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.
- If any days are missed, deductions will be made from AFB payment.

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

Complaints and Appeals

Feedback is information about reactions to a product (e.g., training materials, assessment process, facilities), a person's performance or behaviour (e.g., trainers, staff, another student), or other matters used for continuous improvement. Feedback can be positive or negative.

Complaints are allegations made by a student or client regarding the conduct of a Marr Mooditj Training staff member, a third-party offering services on its behalf, or other enrolled students.

Appeals are requests for a review or reconsideration of decisions made by Marr Mooditj Training. These decisions could involve assessments or access to support services that may have made decisions.

This right to a complaint, feedback 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, problems or concerns may be raised by Students and/or MMT staff. Any problems or concerns that are raised should be resolved at the time.

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

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

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

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

Complaint Procedures

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

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

All formal complaints submitted to MMT need to include:

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

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

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

Acknowledgement of the Formal Complaint

Formal complaints received will be recorded within MMT Complaints registry.

- An acknowledgement of receiving the complaint will be provided to the complainant within three MMT working days.

- MMT will aim to resolve all complaints in a fair, impartial, consistent, respectful and timely manner.

Tracking of the Complaint

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

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

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

Initial Assessment of Formal Complaint

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

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

- Referring the to an alternative or more appropriate pathway for resolution; and/or
- There needs to be further evidence submitted and this can be in a form of requesting a meeting with the Complainant and/or
- Advising the Student 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 of 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 with the final decision made by the MMT Board of Directors, further appeals can be made to the following agencies:

- Ombudsman Western Australia
Tel: 08-92207555
Email: mail@ombudsman.wa.gov.au

And/or

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

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

Appeals Procedures

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

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

- Disagree with the outcome of an assessment.

- Appeals against discipline actions and
- Appeals against decisions arising from complaints.

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

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

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

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

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

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

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

- Inform you in writing as to why more than 60 calendar days is 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: 08-9224 6510

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 the Training and Assessment 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 Student 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 Student file. If the re-assessment decision is the same as the original assessment, and you are still not satisfied, you can contact the Training Accreditation Council, Tel: 08-9441 1910.

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

Handling of complaints and Appeals Document

MMT shall keep all complaint and appeal documents in a secured and locked cabinet in the CEO office which is locked when unattended. The documents can only be accessed by the Training and Assessment Manager and CEO.

Issuance

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

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)

Graduation

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.

Graduating at a Diploma level

For those Students 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.

Awards

During graduation there may be awards presented to Students. The educators will observe you throughout the entirety of your learning journey. They will then make a decision 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 your course.
- Hands in their work on time
- Be eligible to graduate in your chosen course.

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 your learning and practical experiences.

To develop a portfolio you should take the following steps:

1. Make an appointment with Student services staff/LLN Educator and ensure that you bring the following:
 - Updated resume
 - List of your personal and professional goals and the strategies you have developed along the way
 - Copies of Statement of Attainments/Qualifications
 - Information on training, seminars and workshops you have attended
 - A Reflective Journal relevant of your personal and professional achievements (as guided by your Educators during your professional practice learning)

Bring a USB to keep all your information on
2. Work with Student services staff/LLN Educator to identify any gaps
3. Contact organisations to obtain information/documents 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 potentially many pathways available for you into universities which. MMT has links to higher education institutes which will provide further information to you during your studies with us. While we do not guarantee success or progression MMT is here to support you if you decide to apply.

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

Mandatory notification requirements and Student Impairment

Under the Health Practitioner Regulation National Law (the “National Law”), registered students under an ‘impairment that places the public at substantial risk of harm’ must be notified to the Australian Health Practitioner Regulation Agency (“AHPRA”).

A notification about a student must be based upon a reasonable belief that an incident or behaviour occurred. Mandatory notification obligations may apply to practitioners and education providers.

The National Law and *Guidelines: Mandatory notifications about registered students* set out:

- who must make a mandatory notification
- how to do it, and
- how notifiers are legally protected when doing so.

They also explain the circumstances that do and do not trigger a mandatory notification. The guidelines recognise that deciding whether to make a mandatory notification can be a difficult decision and requires a balanced judgement which should holistically consider relevant risk factors.

The term “impairment” has a specific meaning under the National Law. It means ‘a physical or mental impairment, disability, condition or disorder (including substance abuse or dependence) that detrimentally affects or is likely to detrimentally affect the person’s capacity to practise the profession’.

For more information, please refer to the following link:

<https://www.ahpra.gov.au/Notifications/mandatorynotifications/Mandatory-notifications.aspx>

If Marr Mooditj Training has a reasonable belief that a Student has disclosed or is demonstrating an impairment, Marr Mooditj Training will make any mandatory notification that is required under the National Law. We also reserve the right to take any other action that we consider to be reasonable and appropriate. This action may include:

- Making a voluntary notification to AHPRA.
- A meeting with Student to discuss further.
- Referral to a health service.
- Requiring proof of fitness to work in accordance with this Handbook.

- Withdrawal of the Student from their course.
- Suspension from class and/or PPE.
- Any other action that is necessary for the safety of the Student and the public.

Once again, we thank you for choosing to connect 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.

List of external support service

Aboriginal Medical Services – Perth		
Derbarl Yerrigan Health Service	156 Wittenoom Street East Perth	(08) 9421 3888 1800 311 888 Medicare Required
Derbarl Yerrigan Health Service	Binley Place Maddington	1300 420 272 Medicare Required
Derbarl Yerrigan Health Service	6 Centennial Place Midland	1300 420 272 Medicare Required
Derbarl Yerrigan Health Service	24 Chesterfield Road Mirrabooka	1300 420 272 Medicare Required
Derbarl Yerrigan Health Service Dental available	156 Wittenoom Street East Perth	(08) 9421 3888 Medicare Card Required
Moorditj Koort	150 Gilmore Street Medina	(08) 6174 7000
Emergency – Perth Hospitals		
Royal Perth Hospital	Wellington Street East Perth	(08) 9224 2244 Medicare Card Required
Fiona Stanley Hospital	11 Robin Warren Dr, Murdoch WA	(08) 6152 2222 Medicare Card Required
GP Services		
Ridge Ascot Medical Centre	Suite 4 / 398 Great Eastern Highway Ascot, WA 6104	(08) 9478 3009 Bulk Billing available, Medicare card required
Mental Health Services		
Bentley Hospital Mental Health Services	35 Mills Street Bentley WA	(08) 9416 3666
Mental Health Emergency Response Line 24 hours	Metropolitan region	1300 555 788
	Peel region	1800 676 822
	Regional and remote (Rurallink)	1800 552 002
Yorgum Counselling services	176 Wittenoom Street East Perth WA 6004	(08) 9218 9477
ALCOHOL AND DRUG SERVICES		

Wungening Aboriginal Corporation	211 Royal St, East Perth, WA, 6004	(08) 9221 1411
Alcohol and Drug Support Line (24Hrs)		(08) 9442 5000 1800 198 024
LEGAL SERVICES		
Aboriginal Legal Service	7 Aberdeen Street Perth	(08) 9265 6666 1800 019 900
Aboriginal Family Legal Service	113 Orrong Road Rivervale	(08) 9355 1502
ACCOMMODATION SERVICES		
Victoria Park Youth Accommodation	88 Burswood Drive Burswood	08 9361 4118
Daydawn Advocacy Centre	13/5 Aberdeen Street, Perth	(08) 9218 8035
OTHER ABORIGINAL SERVICES		
AHCWA Aboriginal Health Council of Western Australia	450 Beaufort Street Highgate	08 9227 1631
Langford Aboriginal Association	15 Imber Place Langford	(08) 9451 1424
PEEDAC Aboriginality forms	1 Lichfield Street Victoria Park	1300 733 322

Name	Address	Phone Number	Web Page	Email	Service Provided
Australian Dyslexia Association	Western Australian Support Group			wadyslexia@gmail.com or dyslexia.association@gmail.com	Assistance for people with Dyslexia
13YARN Crisis support line		139276			24/7 mental health free confidential

Name	Address	Phone Number	Web Page	Email	Service Provided
					phone support
Life Without Barriers	Unit 7 8 Dugdale Street Warwick WA 6024 State Office: Unit 1 26 Dugdale Street, Warwick WA 6024	(08) 9208 3450 (08) 9208 3400	http://www.lwb.org.au/	info@lwb.org.au	Community Engagement Support
Mission Australia	17B Halley Road Balcatta WA 6021	(08) 9225 0400	www.missionaustralia.com.au		Disability/indigenous/literacy and numeracy support
Read Write Now	Locked Bag 6 Northbridge WA 6865 Tutors in metropolitan area including Mandurah, Rockingham	(08) 9427 1393 or 1800 018 802	Adult Literacy & Numeracy - Teaching Adults To Read & Write Read Write Now	readwritenow@central.wa.edu.au	Volunteer tutors provide free one-on-one assistance for adults to help improve; ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.
Western Australian Association of the Deaf	Suite 46 5 Aberdeen Street East Perth WA 6004	(08) 9441 2677 TTY: (08) 9441 2655	Western Australian Association of the Deaf Inc.	info@waad.org.au	Auslan - Sign language Interpreters
Disability Services Australia	Disability Services Commission 146 – 160 Colin Street West Perth WA 6005	(08) 9426 9200 or 1800 998 214	www.disability.wa.gov.au	dsc@dsc.wa.gov.au	Assistance for disabled persons