



micontraining

STUDENT POLICY & PROCEDURE HANDBOOK

Micon Training
Provider No: 52690

Student Name.....

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Welcome to Micon Training

On behalf of the staff at Micon Training , we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we trust answers the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer.

For those of you enrolled in a certificate or diploma course, please take the time to read this handbook and sign the acknowledgement form at the back of the book confirming that you have done so. This document will be photocopied and retained in your student file. In accordance with the Privacy Act, Micon Training would also appreciate your signing the consent form (Appendix E). If you would like further clarification, please feel free to talk to one of our staff members.

For those completing short courses copies of the handbook are available in all classrooms. Please take the time to read this handbook, especially in relation to legislation that may impact on your studies.

Copies of the acknowledgement and consent forms not already handed in will be collected one month from the date of enrolment and will be retained in your student file.

Trainers are responsible for ensuring all students are kept informed of any changes to legislation or Micon Training 's policies. Any changes affecting your studies or learning environment will be posted and emailed to all currently enrolled students. Please ensure you keep Micon Training informed of any changes to your email address. This can be done by completing "Change of Address Notification Form" (Appendix D)

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Micon Training is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team
Micon Training

micontraining

ABOUT MICON

Micon Training (RTO 52690) is an Australian Registered Training Organisation (RTO) Registered with ASQA (Australian Skills Quality Authority), the Australian Government organisation responsible for registering and ensuring the Australian Standards (Standards for RTOs 2015) are adhered to for RTOs delivering nationally or to international students.

Micon delivers to domestic students and students with permanent residency or other visa which allow students to study as a domestic student. Please check with your agent for further information. Micon does not deliver training or assessment to international students on student visas.

FAQs

If you would like to study with us here are a few helpful tips to guide you through your studies.

What happens if I can not complete all assessments and all work-placements?

Certification is only issued on successful completion of all assessments and work placements.

When will I get My Certificate?

Your Certificate and/or "Statement of Attainment" containing your nationally recognised student number will be emailed to you as soon as the verification process is complete so you will have an electronic copy. You will also have a hard copy of your qualification sent to you for your records.

Do I need to get 100% correct on everything or is a pass mark 51% as usual?

Vocational education rules are different. There is no %. You can either do something or you can not. This is in the interest of you and your future chosen career.

When can I enrol?

If you choose to study with us you can enrol in any program or course offered anytime that suits you. This can be done attending our office so you can be taken through the enrolment process.

When can I study?

If your course is flexible learning you have the flexibility to study when, where and how often it suits you as you will be given access or issued with study material. If your course is face to face you will still be given personal resources to take with you to be able to study in your own time. And will have the opportunity to retain your study material once you have completed your course if you so wish.

How long is my enrolment?

If you have chosen to study with us keep in mind your enrolment is valid for a specific period of time, as stated on each program or course, or as agreed on any special offers.

When does my enrolment commence?

Enrolment commences once we send you your confirmation for study and if applicable any learning materials. All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you will be issued with statement of attainment for any units you have completed to date after adjusted payment for those units has been received by MICON Training.

Introduction

Enrolment

Enrolment is provided either:

- On-line via email or at MICON Training's office. Online enrolment via email is available 24 hours a day and 6 days a week (closed Sunday) but will be processed Monday to Friday's excluding public holidays.
- By telephone during normal business hours Monday to Friday's excluding public holidays.
- Can be submitted email to our office or admin representative of MICON Training.

Course enrolment is complete when we issue the student a confirmation of course commencement or access to material.

Course duration is effective from the agreed course commencement date.

Course Material to available units will be provided as at the agreed course commencement date.

A student will be deemed to have commenced their course at the time of the agreed commencement date.

The Course is non-transferable once the student has commenced. Payment of \$100/\$200 course fees/payment plan deposit must be received by us before course enrolment can proceed.

Applicable to non-residents of Australia

Course enrolment may not be processed without certified current English proficiency documentation if requested by us. Please contact our Student Support service at info@micontraining.com.au for further information.

Cooling Off period:

Although there is no formal cooling off period, students enrolled in a Nationally Recognised Course of 8 units or more have a fourteen-day period from the agreed course commencement date in which to access the course material and ensure that the course meets their requirements.

Enrolment checklist

Read the program information before you enrol to ensure you:

- Have determined the learning outcomes meet your needs
- Can follow the order of study and assessment requirements outlined in the program
- Have met the entry requirements for the program
- Have noted any additional resources (online materials & additional resources, WWCC, Police clearances etc.) required for this program
- Meet the literacy and numeracy requirement for the course you are enrolling in
- Have the minimum requirements for computer/internet access

Employability Skills Summaries

Learners are advised to download the Employability Skills Summary for the Training Package Qualification prior to enrolment. Employability Skills Summaries will enable the learner to determine if their selected qualification will provide the requirements they need for employment and/or other qualifications. Employability Skills Summaries can be downloaded from <http://employabilityskills.training.com.au/> or from the package or unit itself which can be downloaded from www.training.gov.au

Make sure you have read the information in the Student Handbook:

1. Refund Policy
2. Payment methods
3. Student responsibilities and policies

If you need additional support or information contact us on info@micontraining.com.au or a MICON representative

Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us. Please use the Change of Address Notification (Appendix D) to do this.

Complaints

Micon Training will deal with any complaint in an effective and timely manner. Micon Training has processes in place for all students to lodge complaints in relation to any matter.

In the event of a complaint the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem. If the complainant feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their Trainer or another staff member who will assist in providing a Complaint Form. (Appendix C)

All formal complaints must be recorded in writing. The Trainer will pass on your complaints form to the Chief Executive Officer who will record the complaint in the complaint register and initiate an investigation.

All complaints are reviewed at Management Review Meetings and where appropriate fed back into the continuous improvement process. Results of all complaints are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after the course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of completion of those units of study.
- Withdrawal from a course or module without giving written notice in advance to MICON Training will result in automatic forfeiture of all fees paid to date. A statement of attainment will only be issued for any satisfactorily completed modules/units at the end of the enrolment period for which fees have been paid in full
- Depending on the circumstances, if a long period of time has passed since completing any earlier modules, an applicant who withdrew, and wishes to now complete the course or program may have to undergo assessment again against the earlier course competencies, to ensure knowledge and skill levels remain current. The assessment will be at the applicant's cost

Induction and Code of Conduct

On the first day all new students are requested to register at reception at the appointed time. Students will be greeted, and an Orientation will be conducted which will include the following.

- Distribution of Student Handbooks to those who have not already received one
- Relevant Policies and procedures contained in the Student Handbook are explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.) given
- Overview of the Evacuation procedure conducted
- Disclaimers completed and handed in

The students are then conducted to their designated classrooms.

Academic Misconduct

Micon Training's CEO will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own work.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Students involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

In instances of misconduct, student may be charged re-sit fee of \$50.00 If this is required it must be paid prior to the re-sit. The decision to impose these fees will be made by the Chief Executive Officer after examining all aspects of the case.

Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

Discipline

Micon Training will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be

taken to ensure the safety and well-being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on the premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damages or removes any property or resource belonging to Micon Training or any training venue hired by Micon Training assaults (physically or verbally) any person or persons on the premises or any training venue hired by Micon Training
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of Micon Training premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual's file
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow Micon Training complaints procedure.

Micon Training expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

Dress Code - Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour on Campus – Every student is expected to reflect the ideals and code of behaviour of Micon Training in their dealings with fellow students, members of staff and the general public.

Students are expected to adhere to the rules and to co-operate in the effective running of Micon Training .

Micon Training strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow students
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of Micon Training , staff and fellow students
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at Micon Training encourage the use of water bottles in classrooms

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Plagiarism will be treated as student misconduct. The Management of Plagiarism Procedure will be followed when an assessor suspects alleged plagiarism in student assessments.. A copy of the Management of Plagiarism Procedure is available by contacting our Student Support

Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own. Students using information and ideas by others must fully acknowledge the source with appropriate referencing.

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

Accidents

All accidents must be and recorded on the Incident Report Form (see Appendix B), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Smoking

Micon Training premises (including classrooms, toilets, and general office areas) are smoke-free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Theft

As the premises of Micon Training are open to the public, students are advised not to leave their valuables unsupervised. Micon Training cannot be held responsible for anything which may be stolen from its premises.

The National VET Framework

Being a Registered Training Organisation with [ASQA] means our training programs are nationally recognised and comply with the Australian Quality Training Framework standards for registered training organisations. The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

There are many benefits when you study with us including:

- Flexible learning to suit your lifestyle
- Flexibility to help you learn at a time that suits you were ever possible
- Access to a wide variety of courses
- One-on-one support and assistance by qualified trainers and assessors
- Every effort to provide access to additional assistance if you have any special needs.

To ensure you are successful in your flexible learning program you will need:

- Motivation to learn
- A genuine interest in your chosen course
- Good time management so you can structure your study time

The course in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits Micon Training (RTOs) to ensure compliance against these frameworks.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the Standards for RTOs 2015 and will be re-audited during its subsequent five-year registration period. These standards and the auditing process are intended to provide the basis for a nationally- consistent, high quality vocational education and training system.

The Standards for RTOs 2015 is a quality training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As an RTO, Micon Training adheres to this system and does all within its power to remain compliant. From time to time students are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and students are invited to provide feedback on the assessment through this form. Students will also be invited to provide feedback through Course Evaluation Forms. These surveys are conducted to enable Micon Training to identify opportunities for improvement not only to training and assessment but also to services provided.

Rights and Responsibilities of Students and Staff

Students' Rights

Micon Training recognises that students have the right to:

- expect Micon Training to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all Micon Training 's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,
- expect that Micon Training will be ethical and open in their dealings, their communications and their advertising
- expect that Micon Training will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

Students' Responsibilities

In summary, students enrolled with MICON Training are required to:

- ensure that all the information provided to us is accurate and clearly legible
- Notify us of any contact changes (email, phone, address etc.)
- advise us of any difficulties or problems they may experience with our staff, procedures or training
- achieve satisfactory progress with their studies through participation as required
- NOT submit or claim as their own, work derived from another source or work done by another person
- Make a copy of all assessment work submitted electronically

In Detail - Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise Micon Training of any changes to their address or phone numbers within 7 days

- paying of all fees and charges associated with their course and providing their own course requirements where notified
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to Micon Training administration office
- respecting Micon Training property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on Micon Training 's property or engaged in a Micon Training controlled or sponsored activity
- abstaining from acts of self-harm

Staff Responsibilities:

MICON Training has responsibilities to you as student to provide you with a quality of service that will assist you as much as possible in attaining your qualification. We undertake to abide by all our policies and procedures – and we have provided information on these in this package.

We are committed to helping you successfully complete your studies and we provide one-on-one friendly and supportive services throughout your studies. We look forward to helping you achieve your learning goals.

All Trainers employed by Micon Training must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach
- any information passed on to students is accurate
- any advice given is done so consistent with the Standards for RTOs 2015 and Micon Training 's own Codes of Practice and policies
- all student attendance is recorded accurately as per the Attendance Sheet/s provided for each module that is delivered
- all absences are recorded for each session
- attendance and absence information is passed on to the registrars in the roll book in a timely manner
- classes are held as scheduled by Micon Training and any changes are to be reported immediately to ensure continued compliance
- Micon Training Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator
- trainers who successfully complete additional qualifications advise Micon Training of such and provide certified copies of the qualification and transcript

Micon Training abides by Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly Micon Training requires all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110) – or equivalent
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, Standards for RTOs 2015 and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles and
- A current certificate authorising the staff member to work with children and young people.

Sustainability

Micon Training is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Student Records

As a student you may gain access to your study records upon request. These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. If the copies requested are duplicate copies to replace those already provided to students, a standard fee of \$50 will be incurred for staff time to retrieve and action printing and postage or delivery.

As a student, you should be aware that our trainers are required to:

- supply in a timely manner accurate records of student’s academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per Micon Training’s procedures, accurate attendance records of student(s) for each session they deliver

Micon Training has in place a policy and procedure for the collection, storage and protection of all the training records of individual students, to meet training and assessment activity requirements. Assessment Results are recorded within twenty-one days from the date of assessment and students may request an update on progress at any time following this period.

Each individual student is assigned a personal file for storage of training records. Student training documentation re stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of Micon Training

Training and Assessment

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing,
- Micon Training staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Students wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment).

Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

Appeals Process

If you are dissatisfied with a judgment by an assessor, you are invited to lodge an appeal under Micon Training Appeals Process.

Please remember, if you wish to lodge an appeal it must be lodged immediately and no later than 14 days from the date of the receipt of the assessment report. Staff will try to process any appeal as quickly as possible and reach a resolution within three working days so that you may continue learning activities and completion of your training program.

If you follow the procedures listed below, the issue will be dealt with as quickly and effectively as possible:

1. Outline the reasons for the appeal using Micon Training Appeal Against Assessment Decision
2. Hand it to Administration within 14 days.
3. An opportunity to discuss the nature of the appeal with the assessor, the CEO and yourself will be arranged. You are welcome to invite a support person to attend the discussion. It is hoped the issue may be resolved at this discussion.

If the issue remains unresolved, then the appeal will be heard by an independent person/s and you will have the opportunity to formally present your case for resolution.

Micon Training attempts to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal.

The results of the process will be communicated in writing to all parties within two weeks of the lodgement of the appeal.

All correspondence and documentation will be kept on the client file for future reference as required.

Grounds for Appeal

An application for appeal will be considered where a student claims disadvantage because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld Micon Training will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel. All appeals are recorded and reviewed in order to identify opportunities for improvement in the appeals process.

Training and Assessment Methods and Pathways

Micon Training has been approved by ASQA to deliver the qualifications listed on the national website. If you visit www.training.gov.au and enter Micon Training's name in left search window, you will be able to see just what those scopes are.

Assessments should provide opportunity for Micon Training's to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information sessions are included with the introduction of each subject to inform students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Students are advised that there are a number of pathways to qualifications and Micon Training provides you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the course in which you are currently enrolled
- work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home

Study options available may include:

Full time - this option requires classroom attendance as outlined in the course outline

Part Time – this option allows the student time to undertake other responsibilities, such as work, home duties etc.

Flexible – a combination of classroom and home study

Please note not all classes provide these options and students are encouraged to discuss this with their trainer.

Students should be aware of the assessment criteria used by the trainers at Micon Training . Assessment requiring essay or report writing is based on the following criteria:

1. Answering the Question
Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.
2. Referencing
Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.
3. Accuracy of Spelling, Grammar and Punctuation
Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.
4. All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly. Students should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

*NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.

Statement of Authorship

All assignments projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included Micon Training 's Assessment Cover Sheet in each assessment booklet.

Assessment Policy

The Assessment Policy establishes the VET Quality Framework for quality assurance in the management of the assessment system, responsibilities and obligations for assessment, quality assurance, and procedures for the effective conduct of assessment practices.

Responsibilities

Responsibilities of Chief Executive Officer (or delegated nominee)

- Review and approve Assessment Strategies
- Conduct assessment validations
- Ensure all students and assessors are aware of their responsibilities and obligations
- Manage the development and review of assessments to ensure students are given appropriate details such as: types of assessment, instructions, and submission timeframes.
- Approve Reasonable Adjustments in accordance with Access and Equity policies.

Responsibilities of Assessors

- Contribute to the development of Training and Assessment Strategies
- Provide constructive and timely feedback on assessments submitted by students.
- Adhere to assessment strategies and their submission timeframes.
- Report on student progress and achievement in an honest, clear and objective manner and based only on relevant data.
- Report on assessment outcomes.
- Apply Micon Training Complaints and Appeals Policy and Procedures as required.

Responsibilities of Students

- Be aware of all requirements to pass or be deemed competent in a unit of study.
- Be aware of mechanisms within Micon Training for seeking assistance and advice, in particular in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of study and special consideration due to illness or other misadventure.
- Practise academic integrity and avoid plagiarism, cheating or collusion.
- Accept fair, helpful and timely feedback on assessment tasks including evaluation of performance and progress in a unit of study.
- Be aware of Micon Training complaints and appeals policy.

Procedures

Quality Assurance: Adjustment, Moderation, and Validation

Micon Training requires that feedback and input from assessor, or students, is collated, analysed and acted upon. In accordance with Policy 8.

Adjustment: Assessment tasks may be subject to Reasonable Adjustment where a student has a specific disability or special need. Adjustments are measures or actions taken in order to provide substantive equality for students with a disability. The obligation on Micon Training to implement any adjustments is subject to provision by the student, of timely and relevant advice of the student's individual requirements. In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

Recording: Assessors are required to make assessment decisions and formally record those decisions in accordance with Policy 8.

Extensions: Students who require an extension of time to complete an assessment must seek approval from the assessor. Extension can only be granted due to compassionate or compelling circumstances that are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime
 - and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Extensions

For AQF Qualifications

A maximum of 3 month extension can be applied for the cost of \$150. A maximum of 2 extensions are allowed

Short courses:

A one month course extension is available for a fee of \$50 to keep the student records open.

Assessment Re-sit Procedure

Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 fee may be charged for re-sitting the assessment.*

Stage 2: Student deemed Not Yet Competent in FIRST assessment

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Student deemed Not Yet Competent in FIRST re-sit

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 may be required to be paid prior to the assessment.

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- Micon Training will determine the time at which the unit will be available.
- The student may be liable to pay a fee to be determined by Micon Training to cover the cost of extra tuition.

* The decision to charge this fee (or portion of the fee) will be made by the CEO who will consider all aspects of the case prior to making the decision.

Competency Based Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student can provide quality evidence that demonstrates achievement of the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by Micon Training the following directives will be observed as listed in the *Competency Standards for Assessment* outlined in The Training and Assessment Training Package (TAE10)

- *Competency Based Assessment* - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Education (TAE10),
- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess,
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,

- *Fairness* - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
- provide for students to undertake assessments at appropriate times and where required in appropriate locations. *Flexibility - Assessment procedures* must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,
- *Due Date Information* - The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Credit Transfer Policy

Credit Transfer is available to all students enrolling in Micon Training 's courses on scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider, in line with Micon Training 's Recognition of Qualifications Policy.

Fees and Refunds

Fees are levied on all courses, details of which are contained in the relevant course information sheet Micon Training management is responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

Short courses

If a candidate withdraws from any short course prior accessing the course, a full refund will be made less an administration fee of \$100.00.

Refunds do not apply to an enrolment cancellation from any short course where the student has undertaken active course participation or cannot return any course material or resource handed out to them in the same condition in which it was issued

All fees for short courses costing up to \$1000 are paid at the time of enrolment. Students enrolling in full courses are requested to pay \$1000 at the commencement and further payments of up to 25% of the cost of the course at times arranged and set out in individual payment plan, until full course has been paid.

All Qualifications

Micon Training operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in Micon Training 's Operations Policy and Procedures.

Refunds are issued when:

- A student provides written notice of withdrawal more than 48 hours prior to commencement of course
- Review of Credit transfer indicates that the student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

Refunds are not issued when:

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency.
- a student is expelled from the college for a serious breach of discipline

Should circumstances prevent an enrolled student attending after they have paid for their program, the non-refundable component is retained by Micon Training to cover administration costs and balance of fees paid is refunded to the student.

Non refundable Administration fees - \$250

In most circumstances clients who have commenced training and no longer wish to continue with their training program will not be entitled to a refund. However, each situation will be judged on its own merit and a decision to refund fees may be made in exceptional circumstances. Such decision may only be made by the Chief Executive Officer.

Enrolment Cancellations and Refunds

Cancellations must be notified to the Chief Executive Officer in writing, and refunds must be authorised by the Chief Executive Officer or their appointed representative.

Micon Training will do everything in its power to make payment of all refunds within 4 weeks of receipt of a written application for refund. Refunds will be made to the person who entered into the contract with Micon Training .

Refunds paid if Micon Training defaults:

If Micon Training cannot provide a course for whatever reason, full refund will be made and this will incur no administrative charges or penalties by Micon Training. This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue other legal remedies that are appropriate.

All bank charges incurred by Micon Training in issuing the refund will be met by the student.

If a course is cancelled by Micon due to unforeseen circumstance, the Student is solely responsible for any leave paid or unpaid that the student may have taken or used for the cancelled MICON course.

Students are not permitted transfer course fees to another student without first seeking the approval of the Chief Executive Officer

AQF Qualifications Issuance Policy

All graduates who have completed a program of learning with Micon Training that leads to the award of an AQF qualification will be awarded:

- a testamur and
- a record of results

Students who complete a part of the requirements of an AQF qualification in which they are enrolled are will receive

- A statement of attainment, and
- A record of results

Students are entitled to retain testamurs and records of results once they have been issued unless the AQF qualification is revoked under the terms of the issuing organisation's policy.

Micon Training will ensure testamurs or graduation statements for all AQF qualifications issued identify the qualification as an AQF qualification by the words 'The qualification is recognised within the Australian Qualifications Framework'

The AQF logo or these words will not be used on certification documentation for non-AQF qualifications.

Micon Training will ensure sufficient information is provided on each testamur, record of results and graduation statement, including the company seal to ensure that the documentation is able to be authenticated and to reduce fraudulent use.

Each testamur issued contains sufficient information to identify correctly Micon Training as the issuing body. Information provided includes:

- name of graduate who is entitled to receive the AQF qualification
- awarded AQF qualification by its full title
- date of issue/award/conferral
- person(s) in the organisation authorised to issue the documentation, and
- the organisation's seal

In times of doubt Micon Training will seek verification of a qualification or statement of attainment provided by a student.

Any request for replacement of a qualification must be obtained in writing accompanied by electronic ID before a certificate is re-issued. In some instances a re-issue fee of \$50.00 will be charged. Such fee to be determined by Chief Executive Officer after reviewing the circumstances leading to the loss of the testamur.

Micon Training retains a registers containing the following information:

- details of all AQF qualifications they are authorised to issue,
- details of all AQF qualifications they issue to graduates

Each statement of attainment issued by Micon Training is produced in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification and includes the statement 'A statement of attainment is issued when an individual has completed one or more accredited units'.

Issuing of qualifications

Micon Training will issue all AQF qualifications and statements of attainment within 30 days of the training programs completion. All qualifications and statements of attainment issued by Micon Training comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of the Standards for RTOs 2015

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. Micon Training will issue each student an interim academic transcript by the end of each semester, and another one by the end of the course.

Micon Training only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses. Students are able to download the Employability Skills for the training package qualification they are completing by visiting employabilityskills.training.com.au.

Students are encouraged to take care of certificates issued by Micon Training. Replacement certificates and/or Statements of Attainment will incur a cost of \$50.00 per document. Replacement certificates will only be provided upon submission of Driver's Licence or other form of ID.

Language, Literacy and Numeracy (LLN)

Micon Training aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Chief Executive Officer (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. Micon Training will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, Micon Training will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that Micon Training can offer include:

- Literacy
- Providing students only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,

- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the skills have been acquired

Micon Training has an established RPL process and recognises all AQF qualifications and statements of attainment issued by other registered training organisations.

The procedures for applying for Recognition are:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the RPL Micon Training wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL Micon Training is fully aware of the RPL process.
3. If Micon Training decides to proceed with the RPL process then, upon payment of the prescribed sum, they will be issued with the RPL kit, containing:
 - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
 - b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
 - i. letters or statements for experts attesting to Micon Training's ability
 - ii. samples of work or documentation completed
 - iii. certificates from courses attended,
 - iv. details of participation in activities, this may include resumes, or other types of records
 - v. videos demonstrating skills,
 - c. The portfolio of evidence will be assessed by a competent person.
 - d. The assessment will be determined and results forwarded in writing to Micon Training.
 - e. Micon Training has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
 - f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

RPL Fee: RPL will be charged at a comparable rate to that of the unit of competency.

Recognition of Qualifications issued by other Registered Training Organisations

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Micon Training.

Students enrolling in Micon Training courses will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by Micon Training, effectively reducing the duration of the Certificate III course.

Legislation

Micon Training will do all within its power to adhere to all legislative requirements, especially those that may affect a student's learning such as:

- Vocational Education, Training and Employment Act & Regulation 2000
- The Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework (AQF) national policy.
- Anti-Discrimination Act 1991
- Work Health and Safety act 2011
- Disability Discrimination Act 1992
- Competition And Consumer Act (CCA) 2010
- The Privacy Act 1988 and Privacy Amendment Act 2004 and Regulation
- Copyright Act 1968

Access and Equity

Micon Training is committed to providing opportunities to all people for advancement in training on an equitable basis. This includes providing equal opportunities to industries where women are under-represented; and where people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners have access.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within Micon Training scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Access for Remote Areas

Micon Training specialise in flexible delivery, enabling us to reach those in remote regions. This allows for participation of students living in areas where training might otherwise be unavailable. We encourage participation in our programs by members of Aboriginal and Torres Straights Islander communities.

Flexible delivery and assessment methods

We provide a range of flexible training delivery and assessment options. This includes correspondence workbook as well as on-line access and assessment. We endeavour to ensure the training and assessment methods suit the requirements of the student and/or client.

Literacy and Numeracy Education

We are committed to providing assistance to people seeking to undertake training with us, who may have special literacy and numeracy requirements. We will provide individual assistance where possible to trainees who have literacy and numeracy skill needs and will also provide referrals to specialist literacy and numeracy assistance agencies where appropriate.

Alcohol and Other Drugs (AOD)

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about?

Do you need to know the rules about alcohol and other drug use at Micon Training ? Micon Training will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking Micon Training activities is not permitted.

Harassment and Discrimination

At all times Micon Training will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform Micon Training management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep Micon Training premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Micon Training premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Privacy

Micon Training operates in compliance with current privacy legislation. All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the Essential Conditions and Standards for Continuing Registration.

Micon Training is committed to maintaining and safeguarding the confidentiality and privacy of all of Micon Training individual student's information. Micon Training has documented and implemented procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access.

Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls and external back-up.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Computer system protection is provided by the firewall software which monitors and protects Micon Training computer systems from unauthorised access from the internet.

Student results are archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Micon Training will not sell, share, rent or otherwise provide personal information to others, including people in your workplace, spouses or parents, without your written consent.

ASCERTAINING IDENTITY

Our staff should be reasonably satisfied with the identity of the person seeking disclosure of a student's personal information before releasing the information.

If the person is seeking release of information in person, then they will be asked for some form of identification. As well, our staff are instructed to satisfy themselves that the release of the information is within the context of this policy.

If the request for the student information is made by telephone, the person making the request will be asked for the request to be made in writing. This can be via fax or email. Once the request is received then our staff will process the request in accordance with this policy.

Student Support, Welfare and Guidance

Micon Training wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of Micon Training staff. The staff member will ensure that the full resources of Micon Training are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Help and support is available 6 days a week by telephone, zoom or messenger
Support services are only available during normal business hours and are NOT available on Sundays and public holidays

Vocational Education, Training and Employment Act 2000

Under this legislation, Micon Training has an obligation to ensure the learning environment will:

- allow others to learn,
- keep Micon Training 's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Micon Training 's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith

Work Health and Safety Legislation

The Work Health & Safety Legislation 2013 requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Check all equipment – especially electrical cords. If you are bring cords on to the premises, they must be checked by your trainer to ensure currency of tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained

Commission for Children and Young People and Child Guardian Act 2000 and Regulation

This Act establishes the Commission for Children and Young People as an independent organisation with the aim of making all states a better place for children and young people. In relation to the Working with Children program, the Commission for Children and Young People's functions include encouraging employers to develop their capacity to be safe and friendly for children, facilitating Working with Children background checking for child-related employment and reviewing the status of Prohibited persons.

The Privacy Act 1988 and Privacy Amendment Act 2004 and Regulation.

The ten National Privacy Principles (NPPs) found in Schedule 3 of the Act, apply to the private sector. We abide by the Privacy Act which regulates the handling of personal information.

- Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the agency.
- Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete.
- Guidelines regarding the use of Tax File Numbers and data matching in Australian Government departments and agencies.

The Copyright Act 1968 and The Copyright Amendment (Digital Agenda) Act 2000

MICON Training abides by the copyright law that gives the owner of a document, musical composition, book and any other pieces of information the right to decide what others can do with it.

Anti-Discrimination Act 1991 and Regulation

We promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work and education. The act prohibits discrimination on the basis of the following attributes:

- Sex
- Marital Status
- Pregnancy
- Parental Status
- Age
- Race
- Impairment
- Religion
- Political Belief or activity
- Trade Union Activity

Victimisation is also against the law.

Victimisation includes threatening, harassing or punishing a person in any way because they have objected about the discriminatory manner in which they have been treated. It also applies to anyone who has made a complaint, or intends making a complaint, under the Act.

Human rights and equal opportunity – Reference site only

We abide by the equal opportunity legislations by providing a work environment in which:

- All people are treated with dignity and respect;
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- All selection is based on merit, i.e. the best person for the job; and
- Diversity is valued.

Copyright

Copyright laws will bind our training material. Written permission to use Intellectual Property will be gained from the property owner prior to any use of such material. Reasonable use of excerpts from existing works will include attribution of its origin. Where work is produced specifically for clients, this work will become the property of the client.

Definitions

ASQA – Australia Quality Skills Authority ASQA’s functions include:

- registering training providers as ‘registered training organisations’ (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

Bullying – unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Classrooms – rooms either owned or hired by Micon Training for training purposes

Confidentiality - information kept in trust and divulged only to those who need to know.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - all employees either full-time, part-time or contract of Micon Training .

Racial Harassment – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results)



Appendices

APPENDIX A – APPEALS (Document 45)

Micon Training

Appeal Against Assessment Decision

1. PERSONAL DETAILS	
Student Number Contact Telephone	
Family Name	
Given Name/s	
2. CHECKLIST	
Have you: Made an appointment and discussed the matter with your assessor	Yes <input type="checkbox"/> No <input type="checkbox"/>
Completed all the requirements for the unit up to and including the work under dispute	Yes <input type="checkbox"/> No <input type="checkbox"/>
3. QUALIFICATION/SUBJECT DETAILS	
Subject Code and Name	
Assessment	
4. BASIS FOR APPEAL (Please tick appropriate section/s)	
Result not based on agreed assessment criteria	<input type="checkbox"/>
Assessment method at variance with statement on unit outline	<input type="checkbox"/>
Unfair grade based on stated criteria and quality of work	<input type="checkbox"/>
Work handed in on time was not marked	<input type="checkbox"/>
Other reason (please specify)	<input type="checkbox"/>
Other Reason	
8. PROCEDURE	
<p>The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.</p> <p>If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the CEO.</p> <p>Please hand the completed form together with any supporting documentation to the Administration Officer. Ensure Section 9 is completed by the person you hand this to and ask for a copy of the signed, receipted form for yourself.</p> <p>This form will be turned to you with a decision. The decision will be recorded in the Appeals Register. If you are not satisfied with the response you can take this matter to an independent mediator. (Details over.)</p>	
9. RECEIPT	
Date of lodgement	
Received by - Name	
Received by – Signature	Date

10. ACTION	
Action taken by Assessor	
Assessor – Signature	Date
11. RESULT	
I am satisfied with the results of this process.	
Student name	
Student – Signature	Date
I am not satisfied with the results of this process and wish this matter to be heard by an independent person.	
Student name	
Student – Signature	Date
12. CEO (This form has been reviewed & acknowledged by the CEO)	
CEO Notes	
CEO – Signature	Date

If this appeal cannot be resolved to your satisfaction, The RTO will refer the matter to an independent mediator who will act in your best interest, and depending on the circumstances, no cost to you.

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APPENDIX B – INCIDENT REPORT FORM (Document 37)

Micon Training
Incident Report Form

Reporter Name	If a student - Student Number
If a student - Subject Code and Name	
Class or Location of Incident	
Date of incident	Time of Incident
Details of Incident	
Reporter Signature	Date
Details of Action Taken	
Follow Up Action Taken	
Chief Executive Officer's Signature	Date

Details of this incident will be recorded in the Incident Register

APPENDIX C – COMPLAINTS FORM (Document 46)

Micon Training

Complaints Form

Section One (to be completed by participant)	
Participant Name	If a student - Student Number
Address	
Phone	Email
If a student - Subject Code and Name	
Nature of Complaint	
Participant Signature	Date
Section Two (To be completed by college representative if outcome is reached)	
Details of Action Taken	
College Representative Name	Position
College Representative Signature	Date
Section Three (to be completed by representative of arbitrating body if complaint is taken to this level)	
Details of Resolution/Action Taken	
Arbiter Representative Name	Position
Arbiter Representative Signature	Date

If this complaint cannot be resolved to the mutual satisfaction of the participant and the RTO, the RTO will refer the matter to an appropriate independent mediator. *Details of this incident will be recorded in the Incident Register*

APPENDIX D – CHANGE OF ADDRESS NOTIFICATION FORM (Document 60)

Micon Training

Change of Address Notification Form

Section One (Previous Details) *Essential information	
*Student Name	*Student Number
*Family Name	*First Name
*Address	
Emergency Contact	Bank Details
Home Phone	Email
Work Phone	Mobile
Qualification Code and Name	
Section Two (New Details)	
Only advise the items that have changed	
Family Name	First Name
Address	
Emergency Contact	Bank Details
Phone	Email
Qualification Code and Name	
Work Phone	Mobile
Student Signature	Date
Section Three OFFICE USE ONLY	
Actioned By	
Action Details	
Actioner Signature	Date

This form to be kept in Student File

Images, Recordings, 3rd Party Information

I, (name please print)	
hereby give consent for the following action/s:	
SECTION A - Release of information to a 3 rd party about <i>[me / my under 18 year old child]</i>	
Micon Training may release information as described below: (Tick one)	
<input type="checkbox"/> No details may be given out to anyone at any time <input type="checkbox"/> Any details may be given out to any person at any time <input type="checkbox"/> A named 3 rd party may receive specified information: Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)	
Name of 3 rd Party: (Name of person, organisation, or “anyone”)	
Other information / clauses	
SECTION B - Use of <i>[my / my under 18 year old child’s]</i> image, whether a photograph, voice recording or video recording, in publicity releases	
Micon Training may use images as described below: (Tick one)	
<input type="checkbox"/> No image / recording may be used in publicity releases at any time <input type="checkbox"/> An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable	
<input type="checkbox"/> Any image / recording may be used in publicity releases at any time <input type="checkbox"/> A particular image / recording may be used in publicity releases as described below:	
Type of image:	Date image was recorded:
Description of image:	
If this form is being used for a particular publicity event only, describe it here:	
Type of publicity event:	Date/s:
Other information / clauses:	
I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.	
SECTION C - Signatures	
Consenter’s Signature	Date
Consent for child under 18: [Parent / Guardian] Name:	
Child’s Name	
Parent / Guardian Signature	Date

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions, my rights and responsibilities as a participant of Micon Training and that I have also received induction into my training program at the college as outlined on page four of this handbook.

Name Signature

Date

Name of Witness Signature of Witness

Date

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