



Learner Policy

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Updated by	Ami Davis	Approved by Committee on	28/06/2017
Responsible person	Ami Davis	Scheduled review date	1/06/2018

Learner responsibilities

All learners undertaking training with Murray House Resource Centre (MHRC) must agree to the following:

- Before attending the course, review information about the course to ensure that it meets your needs. For information about any of our courses, you are invited to:
 - refer to the appropriate course outline and / or
 - speak with a staff member, trainer/assessor or manager
- Before attending the course, advise MHRC of anything which may affect your ability to successfully undertake the course. This could include physical limitations, literacy issues, dyslexia, English language difficulties, etc. will help us to advise you about the suitability of the course, and enable us to consult with you about adjustments that could be made to improve your learning experience.
- Where support is required please refer to the **Learner Support Procedure**
- Provide all details requested in the MHRC enrolment form, including a Unique Student Identifier (USI). *USI's can be obtained from www.usi.gov.au.*
- Attend classes during the advertised hours for the course, and participate actively and enthusiastically in all training activities.
- Behave in a courteous and respectful manner towards your trainer and other participants at all times. *In accordance with MHRC disciplinary policy, those who disrupt the learning of others due to objectionable, anti-social and / or other counter-productive behaviour, will be counselled and, if the behaviour continues, may be asked to leave the course. (See our Code of Practice on the reverse of the Enrolment form)*
- Take responsibility for your own learning. This includes:
 - Approaching the learning with a positive attitude
 - Devoting your full attention to the course
 - Reading your training materials, completing the activities and asking questions
 - Undertaking additional research if required
 - Completing any project work/assignments
 - Managing your assessment paperwork
 - Monitoring your own progress and discussing any concerns with your facilitator
 - Seek support from MHRC or your employer, as appropriate.
- Work with your employer to ensure you have suitable opportunities to complete your post-course assessment.
- If you are unable to complete your assessment within the designated timeframe, contact a MHRC Training Advisor to request an extension.
- Retain a copy of all assessments submitted.
- Ensure that all work submitted is your own.

Any concerns regarding your training or assessment should be discussed with your trainer and / or an MHRC Training Advisor.

Policies can be established or altered only by the Committee: **Procedures** may be altered by the Manager



MHRC responsibilities

Murray House Resource Centre will:

- Not give you false claims about guaranteed competency, successful completion or employment
- Assist you to determine the most appropriate training program to meet your needs.
- Provide you with clear information about what the training entails.
- Train and assess in accordance with the requirements of the VET Quality Framework.
- Support you to the best of our ability. This may include making adjustments, where possible, to accommodate your needs. *Should our proposed training / assessment approach not meet your needs, please speak with your trainer/assessor or the manager about what other options may be available.*
- Use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Provide high quality training and assessment resources to support your learning.
- Deliver the training and brief you on the assessment requirements for the course.
- Provide you with post-course support, including:
 - Telephone support
 - Face-to-face coaching (fees may apply)
 - Email support
 - Study room at no additional fee
- Where requested, discuss the requirements of your post-course assessment with an employer representative, to help them better understand workplace support requirements.
- Endeavour to assess your work promptly. *Please note that we generally aim to assess all assignments within 4 weeks of submission, however, timeframes may vary and students will be advised*
- Provide you with written and / or verbal feedback on your assessments.
- Issue you with a qualification or statement of attainment, as appropriate, for units in which you have been deemed competent.
- Provide you with access to your student records if requested.
- Respect your privacy. We will not forward your personal details to another person or organisation without your permission. However, where your employer is paying your course fees, MHRC may provide information about your training attendance and assessment results to a representative from your organisation (e.g., your supervisor and / or Training Department personnel). For further information, please refer to our Privacy Policy or speak with an MHRC Trainer/Assessor or manager.
- Respond to complaints or appeals promptly and in accordance with our complaints process and appeals policy and process. This can be requested from a MHRC Training Advisor.
- Provide clear information about our fees and charges, and our refund policy. This information can be requested from an MHRC staff member.
- Make all other relevant policies and procedures available by request.



- Advise if MHRC is ceasing to provide your training and/or ceasing to operate before you can reasonably be expected to complete your course of study and:
 - Provide Statements of Attainment for all completed Units of Competency
 - Refund any payments made for which a service has not been provided, in accordance with our Fees Policy

If you have any concerns or enquiries regarding a course, or you wish to obtain additional information, you are welcome to contact us at the address shown above.

Language, Literacy and/or Numeracy Assessment Procedure

Where a candidate has requested LLN support:

<https://www.education.gov.au/accessing-and-using-fsat>

- Enter student details into FSAT group as appropriate. (See FSAT Administration Manual)
- Send candidate Assessment information (See below)
- Send candidate *Login* email
- When notified by candidate that they have completed the assessment, download report
- Schedule a meeting or phone conference with candidate to discuss results.
- Create Training Plan

Email template for LLN assessment information

RE: Language Literacy and/or Numeracy (LLN) Assessment

Click here to enter a date.

Dear

Thank you for enrolling in _____ with Murray House Resource Centre. In order to assist you with LLN support we will be sending you a link to online assessment.

These assessments can be done at your own pace and will aid us in providing the appropriate resources for your learning.

Once you have completed the assessments, please contact your trainer so they can access your report, they will then make a time with you to complete your Training Plan.

If you have any questions about this process please do not hesitate to contact your trainer directly, or admin@mhr.org.au so your trainer can get in touch with you.