



MHRC
MURRAY HOUSE RESOURCE CENTRE

STUDENT HANDBOOK

RTO #2068

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Welcome and thank you for considering Murray House Resource Centre (MHRC) for your training needs.

MHRC is a Registered Training Organisation, providing both accredited and non-accredited training courses designed to help you with your training requirements.

If you are reading this handbook, then you have already enrolled, so please take the time to have a read through our Code of Practice.

For any enquiries or assistance, please phone 9531 2298 at any time.

Thank you!

Ethos

“To promote excellence in the training profession through quality service to our clients by fostering teamwork, dedication to results and long-term client and partnership relationships”

Murray House Resource Centre is engaged in the design, development and delivery of quality training and assessment. The business is built on the solid foundations of the extensive training and current experience of the CEO/Committee Members & Staff.

Murray House Resource Centre, its associates and partnerships are committed to maintaining and improving on the existing quality standards, and constantly service current resources to ensure that quality remains at the heart of the business. Comments and suggestions that may assist us in our pursuit of quality are welcome.

Our Vision

To create a community that actively supports people to achieve their aspirations and full potential.

Our Mission

Empowering and engaging people to participate through collaborative partnerships for the greater benefit for the community.

Our Values

Excellence—We provide a friendly, professional, customer service focused service.

Visionary—We embrace opportunities for positive and innovative change and growth through our forward thinking.

Integrity—We are accountable and responsible for our interactions with all people with whom we engage.

Empowerment—We encourage and support people to create and initiate change to build resilience.

Information, advice & support services

MURRAY HOUSE RESOURCE CENTRE RTO number 2068 is committed to integrating Access and Equity principles within all our services provided to our clients. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice. Regardless of cultural background, gender, sexuality, disability or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us. If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaints or grievance to your supervisor / trainer or anyone in our organisation or complete our complaints and appeals form. We provide and support the following services within our Code of Practice

General Information

Our Purpose

To provide students with the knowledge and skills required to:

- Improve employment prospects and develop job skills and knowledge
- Get accreditation (national recognition) through formal VET training and assessment processes

Accredited training

You will receive a;

- *Statement of Attainment:* When you successfully complete a part of a qualification to satisfy a skill set or an individual Unit of Competence, **or**
- *Qualification:* On full completion of all the required units under the Australian Qualification Framework guidelines.

Qualifications (Accredited Training) offered by Murray House are:

- TAE40116 Certificate IV in Training and Assessment
- TAE50216 Diploma of Training Design and Development
- BSB41419 Certificate IV in Work Health and Safety
- BSB51319 Diploma of Work Health and Safety

Information on other accredited training is found further in the document

Statements of Attainment and Qualifications are only issued on *successful* completion of course requirements

Non-accredited training

Certificate of Participation. These outlines topics covered and the date of training

Session times

Unless otherwise stated, courses begin at 8.30 am and finish at 3.30 pm with breaks for morning tea and lunch.

Amenities

- Tea, coffee and morning tea are provided.
- Disabled access to building and toilets is available
- We have a kitchen with a refrigerator and a microwave oven for your use. We ask that you wash and dry your cups and other utensils used during the day.
- Murray House is close to a shopping complex where meals can be purchased.
- Free parking is available next to the building
- Catering can be organised for group bookings upon request, additional costs may occur

Dress code

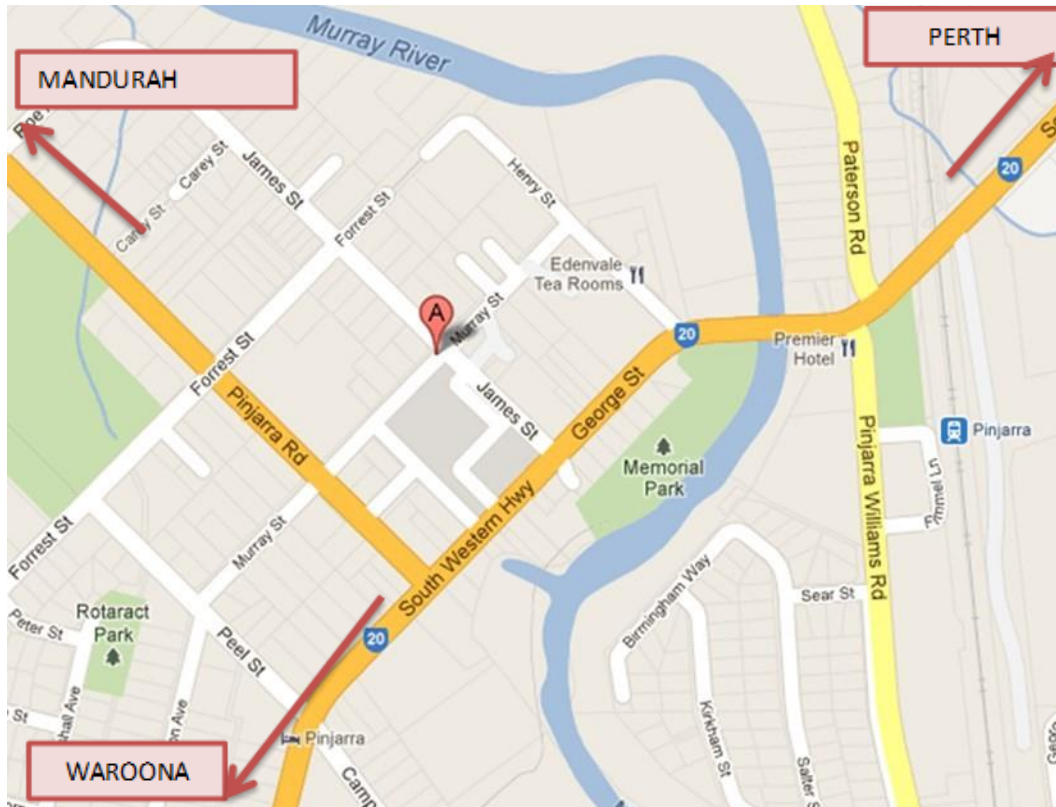
Clients attending training programs and assessments need to be appropriately attired to suit the training/assessment activities, as detailed in Training/Assessment plans.

Dress codes for Trainers and Assessors will be appropriate for their involvement in these activities in support of the clients.

Location

14 James Street, Pinjarra WA 6208

CORNER OF JAMES & MURRAY STREET, PINJARRA



Evacuation Procedure

- 1) In the event of an emergency, stay CALM
- 2) The administrator will either take responsibility or appoint an appropriate Murray House Resource Centre (MHRC) staff member to control the evacuation.
- 3) The administrator will have a copy of all course attendance sheets for the current day and give them to the appointed person
- 4) The Responsible person will notify all personnel within the building to make their way the Emergency Assembly Area (James St car park adjacent) in an orderly fashion and wait for further instructions.
- 5) The Responsible person will notify the authorities of the emergency by either the telephone or mobile phone and will wait for further instructions.
- 6) All personnel are to locate to the designated area (Emergency Exit point).
- 7) All personnel should then make their way to the Emergency Assembly area. Staff will assist any visitors and disabled people to reach the assembly point.
- 8) The Responsible person shall check the attendance list to ensure all people in the building are accounted for.
- 9) All personnel are to stay at the Emergency Assembly Area until accounted for and given further instructions
- 10) MHRC staff will ensure no person re-enters the building, for any reason, until the 'All Clear' has been given 11)
Stand by for emergency services
- 12) When the 'All Clear' has been give the Responsible Person will coordinate a full return to work

First Aid

First Aid Kit is located in the Photocopying room

Assessment

Competency Based Assessment

Vocational Education and Training (VET) assessment is competency based and relies on workplace evidence (real or simulated) that is assessed against performance criteria as set by the unit of competency. It is based on the demonstration of both knowledge and skills to undertake the tasks required by the unit. Evidence required will be in the form of knowledge questions to assess your underpinning knowledge of the tasks and performance will be assessed by observation of you demonstrating the required skills, wherever appropriate, as well as projects that allow you to demonstrate skills and portfolios of evidence compiled in the workplace.

Where you have existing evidence that demonstrates competence this may be provided in part or for the entire unit. See Recognition of Prior Learning (RPL) below.

Competency based assessment has the following outcomes:

- Competent
- Not Yet Competent
- Not Competent
- RPL
- Credit Transfer

Competent – the assessor has observed sufficient evidence to make a Competent assessment. **In order to achieve a Competent outcome, ensure that you answer all parts to questions and all sections of projects and portfolios of evidence.**

Where supporting explanations are required, ensure that you provide these for submission as an attached supporting document. Generally, the reason for Not Yet Competent outcomes is because a section / task or activity has been missed. Check to ensure that you have covered all aspects **before** you submit your evidence for assessment.

Not Yet Competent - you have not yet demonstrated sufficient or consistent evidence of your competency; in which case the assessor will work with you to let you know how you can fill the gap. You may need to resubmit a part of your assessment for example.

You will be given two (2) opportunities to submit your work for assessment. If, after the second attempt, you have not been able to demonstrate sufficient evidence you will be offered alternative options such as some further gap training or a later date to re-enrol and repeat the training or apply for further coaching.

Not Competent – you have discontinued your studies and not submitted evidence for this or been deemed competent by the time your enrolment expires or been unable to provide sufficient evidence as above.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process whereby RTOs look at the prior knowledge, skills and experience of a candidate to award RPL against a unit of competency. The candidate must still provide evidence, which has to comply with the Rules of Evidence. The onus is on the candidate to provide evidence that meets the requirements.

The RPL process is explained in more detail in the RPL Kit for the qualification.

You should discuss RPL with your assessor **BEFORE** you commence your studies as it may mean that you are not required to attend the training sessions and will not have to complete the assessments.

RPL is an assessment only pathway as opposed to training and assessment.

Rules of Evidence

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

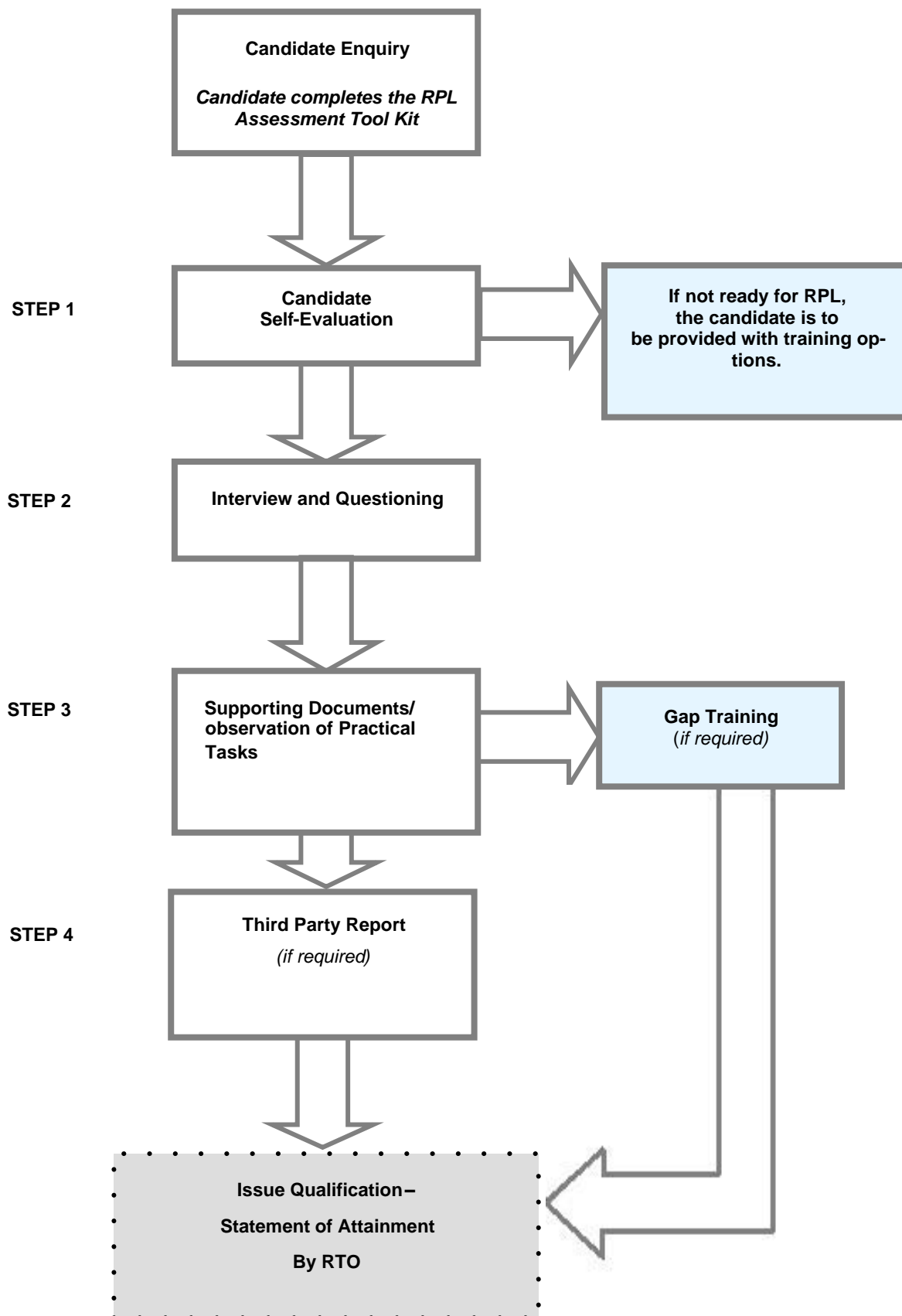
Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present

Overview of the RPL Process



Code of practice

In reference to Policy & Procedure QP 19-1

Purpose

To establish and maintain a set of procedures for dissemination to the client, staff and other stakeholders. This is to ensure that:

Clients are aware of important company policy and procedures that may affect their successful participation in training and/or assessment activities, and other similar interactions with MHRC.

Trainers/Assessors are aware of company policies and procedures,

Clients may access the information from the company website, relevant details may be accessed at will, and MHRC is seen to be operating an open and transparent system.

Scope

This procedure applies to activities related to good practice in all area of company interaction with the client and other stakeholders. In particular it is made available to potential stakeholders to enable them to make an informed decision about their own training and assessment needs through MHRC.

References

All Quality Procedures

Responsibilities

Managing Director

Overall responsibility

All staff/contractors/Partnerships

Adherence to the Code as written

Action/method

This Code of Practice adheres to the following ethical principles of

1. Honesty
2. Openness
3. Compassion
4. Integrity
5. Fairness and equity

Honest dealing Principle

MHRC supports the principle of honest and fair dealing. MHRC will, at all times, do the utmost to ensure that clients, staff and partnerships alike are fully accurately informed to permit them to make decisions in their best interests regarding their future relations with our organisation. This will, however, exclude information that might be considered commercially sensitive or personally confidential

Disclosure & Confidentiality

Correspondence

All correspondence, including emails, will be treated in a manner of confidentiality when referring to personal and private client and or participant information

MHCR will not disclose details of any client to any party or other training institution unless:

The party is the HR Manager, or similar title, of the client's organisation or the person who paid the fee for the clients and trainees, or

MHRC is required to do so under authority of Australian Law or Regulations, or

The client authorises, in writing, the release of the information requested, or

Prior to enrolment the client has approved the release of information, and/or

The client is an enrolled and financial client of another training organisation

In all the above cases MHRC will provide the minimum information required for the purpose specified.

Fees

Rules and principles associated with fees, withdrawals and refunds are set out in appropriate marketing brochures and associated documentation, copies of which are available to all potential clients on request at any time. This applies to partnership organisations with which MHRC has Memorandums of Understanding (MOU). Details of refund arrangements are provided at Clause 7 of this Code.

MHRC reserves the right to consider exemption of fees and withdrawal conditions for specific individuals without creating a general precedent (e.g., in the case of disadvantaged clients.) Partnership organisations will also apply this right.

Welfare and guidance services

General Principal

Over and above contractual obligation to the client, MHRC and associated partnerships seek to create a friendly and caring environment, attentive to legitimate needs of the client.

Detail

Whenever possible, MHRC and associated partnerships will strive to ensure that clients have the best chance of success in their course through the provision of:

- Friendly, co-operative advice,
- Support on training and assessment issues
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress,
- Counselling on personal issues, if considered appropriate, and
- Referral to appropriate specialist assistance, if required.

Where language, literacy or numeracy issues may hamper progress, the client will be counselled on the minimum requirements to achieve competency. The Trainer/Assessor will advise the client of an appropriate course of action (including referrals) for remedial assistance. In cases where the language, literacy or numeracy issues are such that it impinges on the individual or group's safety and security, or the safe and efficient use of equipment, the client will be required to undertake remedial development before continuing with the training or assessment

If clients are having particular difficulties, they may seek assistance from the Training Manager or be referred for more professional assistance. Contact can be made with the Training Manager by phoning MHRC (08) 9531 2298 – this number has a 24 hour answering facility. MHRC also has email contact at admin@mhr.org.au

Professional referrals are likely to incur costs at client expense.

Assessment

General Principle

The principles of the Australian Quality Training Framework (AQTF) will be adhered to in relation to competency-based courses. MHRC sets its standards to industry “best practice” requirements. In both competency and non-competency-based courses, training and assessment standards are set to ensure that successful clients are highly competitive with those of other training and educational institutions.

Detail

Assessment is open and transparent and not influenced by factors extraneous to actual performance against elements and performance criteria from units of Training Packages

Assessment processes applied comply with National Assessment Principles and are valid, fair, reliable, flexible, and consistent.

Commitment to validity ensures that due allowances are provided to clients who are legitimately disadvantaged in assessment due to physical, linguistic or other barriers and as far as possible, alternative assessment will be provided within the constraints of reliability and allowable adjustments. However, OSH requirements will not be compromised and where necessary, doubt as to the client’s apparent disabilities will be referred to Work-Safe WA, or other applicable body, for a decision on whether it is safe to allow the client to undertake the training or assessment.

MHRC ensures its Trainers, Assessors, Management and partnership personnel are kept informed of industry best practice standards in comparable training establishments to ensure standards are, at all times, equivalent or better. Liaison with appropriate networks ensures this.

MHRC ensures its Assessors are cognisant of the **mutual obligation** requirements. They will recognise the suitable and applicable qualifications issued by another RTO, for assessment and/or skills recognition purposes, providing these qualifications are current.

Notwithstanding the above, re-assessment will only be permitted to the extent that it does not conflict with the assessment principles or specific requirements of the applicable Training Package.

Code of practice

MHRC can provide literacy and numeracy teachers, as well as workplace counsellors and professional psychological services, where appropriate.

Feedback- General Principle

Feedback on clients' progress is essential to the development of clients. MHRC and associated partnerships are committed to providing honest feedback in a constructive, consistent and fair manner.

Detail

Where MHRC courses are competency based, clients will be informed of their attainment of each Element of a Unit, either verbally or within appropriate documentation.

MHRC ensures Trainers and Assessors are kept informed of skills training standards in comparable institutions to ensure standards are, at all times, equivalent or better. In achieving this commitment, MHRC grading will be subjected to moderation at regular intervals.

Flexibility - General Principle

MHRC is mindful of maximizing the progress of each individual client and adopts a positive attitude to tailoring training solutions for individual clients.

Detail

MHRC and associated partnerships explore flexible training delivery and assessment solutions designed for individual clients.

Applications of Skills Recognition (Recognition of Prior Learning – RPL) will be consistent with national assessment standards.

Eligibility for entry to training programs will be applied equitably, taking into account the client's assessment, training and work history, attitude, motivation and apparent learning capacity.

The exceptions to the above will be where they conflict with specific requirements of Training Package guidelines, Australian Law or Regulation.

Assessor qualifications and assessment instruments

MHRC and partnership Assessors must be fully qualified against national Workplace Assessor Standards and have the appropriate practical experience and qualification prescribed for the unit being assessed. When appropriately qualified and experienced Assessors are not available, a qualified Assessor may work with appropriately experienced and qualified trainers, facilitators and supervisors to complete assessment activities. This ensures flexibility in the assessment process.

A copy of the unit/s of competency assessment tools (minus the answers), which may be used for the particular training, will be provided to clients during Briefing Sessions.

No guarantee

MHRC and associated partnerships do not guarantee that clients will achieve a successful outcome following the training and/or assessment. However, Trainers/Assessors will make reasonable efforts to allow the client to achieve the outcomes advertised.

Disciplinary procedure

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Payments and refund policy

Please refer to the individual course overview for payment schedules.

	Reason for Refund	Notification Period	Minimum Refund
1.	Client withdraw	More than 7 days before	Full Refund less \$50 administrative fee.
2.	Client withdraw	Within 7 days prior to the	Full Refund less \$150 administrative fee
3.	Client withdraw	After the course commences	No Refund given

Note: MHRC retains the right to negotiate with individuals who, due to financial hardship, may require special consideration, without establishing a precedent.

Complaints and appeal procedures

MHRC will attempt to resolve complaints and complaint issues on an individual case basis, if they arise. Where this does not resolve the matter, a panel comprising one representative from MHRC and one external party will hear the dispute.

Should the dispute remain unresolved by this mechanism, or by the panel appointed for this purpose, then either party may request a Conciliator recommended by the Department of Education and Training, Western Australia. The decision of this Conciliator will be binding on all parties.

An Appeals Process will deal with issues relating to:

- MHRC and associated partnerships services and facilities
- The content and standard of courses
- Refund policy matters, requests for refunds etc.
- Training matters – quality and client progress
- Welfare of clients
- Training accommodation provided or arranged by the training provider
- Any matters considered by the Training Manager to be appropriate
- The jurisdiction of the Western Australian Court system is the legal authority to deal with issues referred through the courts.
- Disciplinary action against Trainers/Assessors will result from breaches of current
- Harassment of any nature
- Fraudulent activity or falsification of documents
- Illegal activity, including use of alcohol or drugs.

Appeal Procedure

In the case of an appeal against an assessment result, the client may make application to the Trainer/Assessor concerned, who will attempt in the first instance to resolve the disputed assessment. Where, as a result of the appeal, the Assessor is not satisfied, a written appeal is to be forwarded within 7 days to the Training Manager of MHRC, for consideration. The Training Manager may gain assistance from another suitably qualified person in considering the appeal. The Training Manager may reject the appeal, require a reassessment, support the appeal or deal with the matter in any other appropriate way. The outcomes of the Trainer/Assessor and (Position) considerations will be given in writing.

Where an appeal is made against an assessment completed by a MHRC or associated partnership representative, a non-refundable fee of \$50 for Certificate IV or below and \$75 for Diplomas for the independent review will be charged to the applicant.

At any time during the appeal process, the applicant for assessment may request another Assessor be appointed. The Managing Director of MHRC must approve this request. Additional costs incurred may be charged to the applicant.

Clients should not be deterred and are not to be counselled from exercising their right to appeal against an assessment where they feel they have been wrongly assessed. In most cases, minimal costs would be incurred (\$50). The costs will be advised during the initial appeals interview, for which there will be no charge. The decision related to fees for appeals or change of Assessor, will be made by the Managing Director when applying the principles of fairness and equity and the relative legitimacy of the claim.

The process for appeal should be finalised within a 3-month period.

(see page 22 & 23 for further information)

Assessment and issuance of qualifications

Formal assessment required

MHRC requires its own, and partnership clients undergo a formal assessment process prior to receiving any qualifications issued under the Australian Qualifications Framework (AQF). Qualified Assessors follow the criteria for assessment included in the Assessment Tools. These tools have been developed in line with the units of competency and performance criteria of the Training Packages or industry/enterprise standards.

Clients receive a briefing on the process and are given the opportunity, within available resources, to choose the time of assessment. For each unit or course, the assessment requirements that clients are to achieve to be awarded a Statement of Attainment are clearly explained in the Briefing Guide/s as applicable. A copy of the Assessment (less the answers to questions), which will be used for the assessment, will be provided to clients during the Briefing Session.

Trainer/assessor qualifications

MHRC and associated partnership Trainers and Assessors have, as a minimum, the specialist knowledge and at least two years practical experience relevant to the content of the Training Packages they are dealing with. In addition, Trainers possess a nationally recognised qualification in workplace training and are experienced in providing training in a number of industry settings and contexts.

When necessary, if MHRC or partnership organisations are inducting new Trainers and/or Assessors, they will be under supervision until meeting the minimum company requirements.

Assessors hold a nationally recognised qualification against the National Standards for planning, conducting and reviewing assessments.

Skills recognition

A process is in place to enable clients to apply for recognition of competencies they already possess, when requested training courses with MHRC. The process for Skills Recognition is:

- Applicants for Skills Recognition either attend a Briefing Session on the process or receive a comprehensive “Guide to Gathering Evidence”. The Guide, also provided at the Briefing Session, indicates the evidence requirements against the performance criteria for each unit of competency, and other relevant information, including the Appeals system.
- Applicants indicate their acceptance of the Guide and its content by a signed declaration on the Application within the Briefing Guide. This is faxed or posted to MHRC
- Applications complete a self-assessment against the performance criteria and prepare a portfolio of evidence to support their claims.
- Applications advise their readiness for assessment to the Training Manager, MHRC or the allocated Assessor.
- The Assessor meets with them in the applicant's workplace to review the evidence provided.
- Following the review of evidence, the Assessor may:
 - Provide recognition against the competencies claimed, or
 - Recommended provision of additional evidence (this may include attending other training), or
 - Arrange an interview to obtain additional evidence and verify what is being provided, or
 - Arrange for a practical demonstration of some aspects of the Units being applied for.
- Following the review, interview, practical demonstration and/or provision of additional evidence, the Assessor determines whether Skills Recognition will be given for a unit or units.
- Applications are advised as soon as the decision has been made.
- Applications have the rights to appeal against assessment decision in accordance with the procedure at Clause 8 of this Code of Practice.

Access to records

Clients may have access to their records and can receive a paper copy, on written application.

Certification on completion or partial completion of the course

Certificates of Competency or Statements of Attainment will be issued as follows:

- *Statement of Attainment* for successful completion of a unit or units, or
- Certificate of Competency, where a client successfully completed the core/common units and the minimum elective units to satisfy an AQF level certificate, according to the Qualification Framework from the applicable Training Package.
- To receive a certificate after successful completion of a training course, the client must make written application; ensuring correct details are included for the qualification to be awarded. An application form is available from MHRC by sending an email to admin@mhr.org.au.

Access and equity

MHRC supports equal opportunity within the parameters of the requirements of the company and appropriate legislation and as such is committed to opening all courses to any person who wishes to participate regardless of:

- Sex, marital status, or pregnancy.
- Family responsibility, family status.
- Race, religious or political convictions.
- Impairment or age.
- Disability

Provided that the client meets the minimum entry requirements when and where stipulated in the program and/or the Training Packages.

Where pre-requisites are not listed any client is able to attend and partake of the training as long as they are able to complete the requirements of the course. When a client cannot complete a training requirement the company may suggest and/or offer alternative arrangements until they are able to finish the training.

Therefore, to the Training Packages include in the company's scope are not limited on the basis of gender, age, social or educational background, race, language or religion. The delivery modes are designed to meet the need of individual and cultural differences in order to meet the defined competencies required.

Rights and responsibilities

Clients, staff, and contractors at MHRC and associated partnerships have a right to study and work in an environment free from harassment, discrimination or threatening behaviour. This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality
- The rights for clients to have a say is balanced with the responsibility to listen to others.
- Clients may expect Trainers/Assessors and support staff to:
 - Treat them in a fair and non-discriminatory way, and
 - Be professional in performing their duties
- Clients have a responsibility to:
 - Observe site rules or behaviour guidelines set by Trainers/Assessors or other company representatives,
 - Behave in a manner that does not interfere with the learning of others, and
 - Conduct themselves in a responsible manner while in training or within an industry environment.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

Occupational health, safety

MHRC and associated partnerships are committed to maintaining a safe and healthy environment for staff, students, and visitors. This means that staff, students, and visitors have a responsibility to conform to the policies implemented by the Training Provider. All staff/contractors are aware of these policies, and will be discussed with students during orientation, as appropriate.

Clients have a responsibility to:

- Observe Occupational, Health, Safety requirements
- Ensure they are not, by use of alcohol or drugs, in a state which may endanger their own or others' safety.
- Notwithstanding any of the above, neither MHRC nor its Trainer/Assessors are liable in any way for the health and safety of clients in the client's own place of work.

Examples of unacceptable behaviour

- Unacceptable behaviour includes, but is not limited to the following descriptions:
- Disobeying any reasonable direction by a MHRC or associated partnership Trainer/Assessor
- Discrimination and harassment
- Bullying and harassment
- Making racist or sexist comments
- Assaulting or attempting to assault anyone while on MHRC or associated partnership premises or in the workplace, while meeting with a MHRC or associated partnership Trainer/Assessor
- Behaving in a distribute offensive material via the Internet, email or other means
- Illegal use of drugs or alcohol
- Vandalising or causing wilful damage to MHRC or associated partnership property
- Endangering the safety of themselves or others

Consequences of unacceptable behaviour

- Where behaviour is disrupted or unacceptable, disciplinary action may be taken.
- A Trainer/Assessor may ask a client to leave the training area or refuse entry to a training area if behaviour is considered disruptive or dangerous.
- A student may be withdrawn from MHRC or associated partnership course by the Training Manager, for behaviour that threatens the safety of others, interferes with the duties of staff or other clients' study, or damages or threatens MHRC or associated partnership property.
- The policy may be contracted in cases of possible criminal behaviour

Privacy statement

MHRC has created a privacy statement in order to demonstrate commitment to privacy. The detail below discloses the information gathering and dissemination practices for the company website and dealings with clients in general, in accordance with current administrative practices.

Queries, forms and online surveys

Some forms requiring completion for registration purposes or current and future online surveys on the company Web Site may require users to provide their contact information (such as name and email address), financial information (Such as credit card details – when this facility is provided), and demographic information (such as postal code or age). The company may use client contact information from the queries, forms and online surveys to send the client information and promotional material about the company. Users will have the option to not receive future mailings.

Financial information collected will be used to qualify the client, to invoice the client for products and services, and for other similar purposes. Demographic and profile data may be collected at the web site and through course administration enrolments. The company may use this data for such purposes as course design or venue planning. The company will use this data to tailor the visitors experience at the web site, showing them content that is thought they might be interested in, and displaying the content according to their preferences. This information will not be shared with other companies.

Links

The company web site contains links to other sites. MHRC is not responsible for the privacy practices or the content of other such web sites.

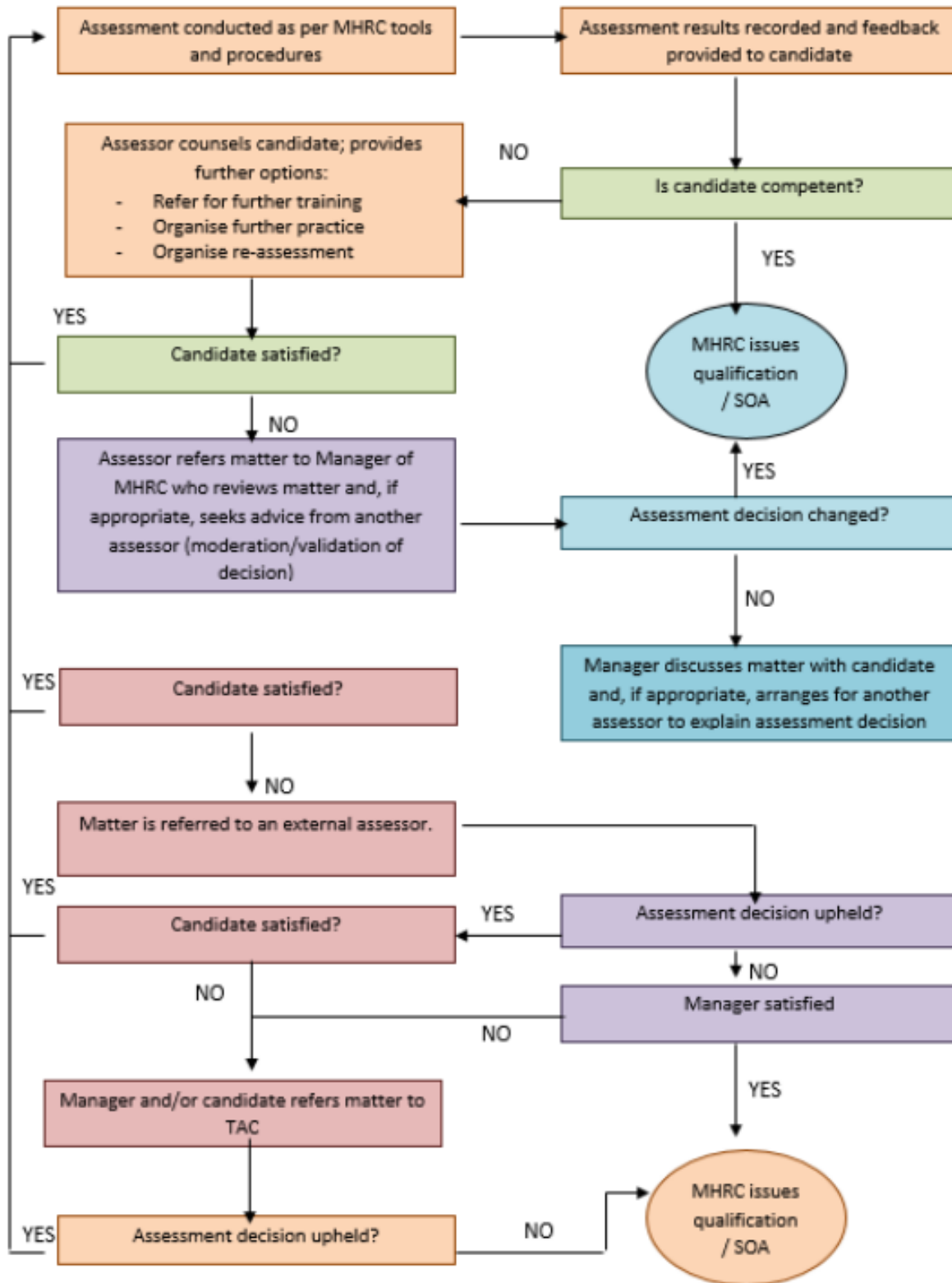
Security

The company administrative practices and the associated web site will have in place appropriate security measures in line with the increase in information being provided, as services increase, to protect the loss, misuse and alteration of the information under company control. All forms requiring sensitive data input will be encrypted using secure socket layer or similar, technology.

Record of Complaints, Grievances and Appeals

Date of Incident:			
Complaint raised by:		In relation to:	
Nature of Complaint:			
Initial point of contact:	(Name)		(Position)
Response:			
Action:			
Outcome:			
Report of Further Action:			
Organisational lesson in incident			
Result:			
Completion Date:			

MHRC Appeals Flowchart



Submission of assessments

Note: As a result of the appeal and / or the outcome of the appeals process, the Manager of MHRC may arrange for the assessment process and /or tools to be reviewed and re-developed where necessary.

All assessments must be submitted electronically to be marked.

Presentation of any written assessments is important. Remember, you are trying to convince your assessor of your competency. Your written assessment or recognition portfolio should:

- Be typed or handwritten (legibly!)
- Have an assessment cover page
- Have a contents list (if appropriate)
- Have headings (if appropriate)
- Give clear references (if external information sources are used)
- Represent industry standards of documentation

Assessments should be provided stapled or clipped – not in a plastic sleeve or presentation folder (even though these look professional), as we cannot undertake to return all your assessments – all assessment items are retained for audit purposes as a part of our quality assurance commitment. Appropriate feedback on your work will be provided back to you.

For the above reasons it is **also important to keep a copy of your assessments** in case they are lost in transit. All assessment tasks arriving with a completed email address on the cover sheet will be acknowledged on the day of receipt.

Written work

Assessment Projects are common assessment items used to measure participants' understanding. A good project should:

- Have your name on each part of the project
- Use a numbering system for referencing attachments (and clearly label attachments)
- Focus on the set tasks
- Show that you have researched the topic thoroughly
- Cover the topic in a logical, structured manner
- Be written in simple, clear language
- Be well presented with correct grammar, punctuation and referencing (if appropriate)

Return of assessments

Assessments should be returned electronically to assessment@mhr.org.au

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participants' exclusion from a unit or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your facilitator. The following list outlines some of the activities for which a participant can be accused of plagiarism.

Presenting any work by another individual as one's own unintentionally.

- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the Internet.

What about copyright?

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed. You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Learner Policy

Policy number	LP1.1	Version	1
Updated by	Manager	Approved by Committee on	28/06/2017
Responsible person	Manager	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 Training Advisor or trainer
- 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 you have indicated that you may need Language, Literacy &/or Numeracy support, complete an assessment to enable MHRC to provide appropriate resources and assistance
- Provide all details requested in the MHRC enrolment form, including a Unique Student Identifier (USI). *USIs 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.
- Always behave in a courteous and respectful manner towards your trainer and other participants. *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

MHRC responsibilities

Murray House Resource Centre will:

- 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 or a MHRC Training Advisor 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 – Assignment support workshops (fees may apply)
- 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 depending on trainer workloads.*
- 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 Training Advisor.
- 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.
- Make all other relevant policies and procedures available by request.
- 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.

Fees Policy

Policy number	FP1.1	Version	1
Updated by	Manager	Approved by Committee on	28/06/2017
Responsible person	Manager	Scheduled review date	11/06/2020
Responsible person	Manager	Scheduled review date	11/06/2021

Please refer to the individual course overview of each course for payment terms. Our course overviews are to be read in conjunction with this policy.

Short courses

Murray House Resource Centre requires full payment of fees for short courses on the first day of the course, before commencement. If the requirement occurs the following refund policy will apply.

	Reason for Refund	Notification Period	Minimum Refund
1.	Clients withdraw	More than 7 days before course commences	Full Refund.
2.	Clients withdraw	Within 7 days prior to the course commencing	Basic Course: less \$20 administrative fee. Intermediate Course: less \$40 administrative fee.
3.	Clients withdraw	After the course commences.	No Refund given.

Qualifications

Payment plans are available for learners undertaking qualifications. Learners who require a plan must notify MHRC before course commencement. Plans are offered on the understanding that no qualification will be issued before full payment is received. If the requirement occurs the following refund policy will apply.

	Reason for Refund	Notification Period	Minimum Refund
1.	Clients withdraw	More than 7 days before course commences	Deposit paid less \$50 administrative fee.
2.	Clients withdraw	Within 7 days prior to the course commencing	Deposit paid less \$100 administrative fee.
3.	Clients withdraw	After the course commences.	No Refund given.

Note: Murray House Resource Centre retains the right to negotiate with individuals who, due to financial hardship, may require special consideration, without establishing a precedent.