



Opportunities  
to become

**SEE STUDENT HANDBOOK**

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## ABOUT US

### Welcome to MTC Australia

Thank you for choosing MTC Australia as your Registered Training Provider. MTC Australia is the Registered Training Organisation (RTO) of MTC Australia, which has been operating in the Sydney community since 1992.

### What we do

MTC is the social enterprise that gives people the inspiration, capability and opportunity to create a fulfilling life. We deliver high impact employment, training and youth programs that help more than 17,000 people every year to gain skills for employment and entrepreneurship, build self-worth, and enable possibilities for transformative change.

As a social enterprise, we continue to support and empower at-risk Australians, by reinvesting surplus back into innovative social impact initiatives like Warakirri College, an independent high school for students who need an alternative to mainstream education.

MTC Australia' trainers, assessors and support staff will help you to maximise your learning experience, develop your competency and achieve your learning goals.

Please read this handbook carefully as you will find a lot of useful information here. This handbook is a quick reference guide to MTC Australia training programs and processes and is designed to provide you with relevant information for successful completion of your training and to know your right and responsibilities as an MTC Australia student.

You can always ask your trainer or an MTC staff member if you need more information about the program, your training or assessment.

Good luck with your study, we hope you enjoy your time with us.

### Our values

*Empathy*  
*Innovation*  
*Collaboration*  
*Achievement*

### Our vision

***To shape a society where everyone has the means and motivation to create a life of their choosing.***

### Our rights and responsibilities

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

1. Have suitable qualified staff.
2. Provide all training services for which we are registered to provide.
3. Provide student resources; and
4. Implement effective assessment tools.

## Legislation and Regulatory requirements

### Legislation

- [Age Discrimination Act 2004 \(Cth\)](#)
- [Age Discrimination Amendment Act 2006 \(Cth\)](#)
- [Auditor-General Act 1997](#)
- [Child Protection \(Working with Children\) Act 2012 \(NSW\)](#)
- [Civil Liability Act 2002 \(NSW\)](#)
- [Copyright Act 1968 \(Cth\)](#)
- [Crimes Act 1914 \(Cth\)](#)
- [Criminal Code Act 1995 \(Cth\)](#)
- [Corporations Act 2001 \(Cth\)](#)
- <https://www.legislation.nsw.gov.au/view/html/inforce/current/act-2002-022Corporations>
- [\(Aboriginal and Torres Strait Islander\) Act 2006 \(Cth\)](#)
- [Disability Discrimination Act 1992](#)
- [Disability Discrimination Amendment Act 2002](#)
- [Disability Discrimination Amendment \(Education Standards\) Act 2005](#)
- [Equal Employment Opportunity \(Commonwealth Authorities\) Act 1987 \(Cth\)](#)
- [Fair Work Act 2009 \(Cth\)](#)
- [Freedom of Information Act 1982](#)
- [Human Rights and Equal Opportunity Commission \(Transition Provisions and Consequential Amendments\) Act 1986 \(Cth\)](#)
- [Human Rights and equal Opportunity Commission Amendment Act 2002 \(Cth\)](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Ombudsman Act 1976 \(Cth\)](#)
- [Privacy Act 1988](#)
- [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [Privacy Amendment \(Notifiable Data Breaches\) Act 2017](#)
- [Privacy and Personal Information Protection Act 1998 \(NSW\)](#)
- [Public Interest Disclosure Act 2013 \(Cth\)](#)
- [Racial Discrimination Act 1975 \(Cth\)](#)
- [Sex Discrimination Act 1984 \(Cth\)](#)
- [Sex Discrimination Amendment \(sexual Orientation, Gender Identity and Intersex Status\) Act 2013 \(Cth\)](#)
- [Social Security Act 1991 \(Cth\)](#)
- [Social Security \(Administration\) Act 1999 \(Cth\)](#)
- [Spam Act 2003 \(Cth\)](#)
- [Spam \(Consequential Amendments\) Act 2003 \(Cth\)](#)
- [Work Health and Safety Act 2011 No 10 \(NSW\)](#)

Version No: 9.0

Approved date: 9<sup>th</sup> March 2023

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- [Workplace Health and Safety Regulation 2017 \(NSW\)](#)
- [Workplace Gender Equality Act 2012 \(Cth\)](#)

#### Regulatory requirements:

- [SEE Deed](#)
- [SEE Guidelines](#)
- [Standards for Registered Training Organisation \(RTOs\) 2015](#)
- [Workforce Australia Guidelines](#)

### Changes to our business

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or permanent training venue, and
5. Contact details of the organisation.

We shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

### Locations

Region	Site	Address
<b>Sydney South West</b>	<b>Bankstown</b>	Level 3, 2-14 Meredith St, Bankstown NSW 2200
<b>Sydney South West</b>	<b>Cabramatta</b>	Level 1, 251-257 Cabramatta Road West, Cabramatta NSW 2166
<b>Sydney South West</b>	<b>Campbelltown</b>	2/ 101 Queen Street, Campbelltown NSW 2560
<b>Sydney South West</b>	<b>Fairfield</b>	Level 1/119 The Crescent, Fairfield NSW 2165
<b>Sydney South West</b>	<b>Liverpool</b>	Level 1, 242-250 George Street, Liverpool NSW 2170
<b>Sydney South West</b>	<b>Miller</b>	18 Woodward Cres, Miller NSW 2168
<b>Sydney Greater West</b>	<b>Auburn</b>	Level 2, 39 Queen Street, Auburn NSW 2144
<b>Sydney Greater West</b>	<b>Blacktown</b>	Suite 3, 83 Flushcombe Road, Blacktown NSW 2148
<b>Sydney Greater West</b>	<b>Merrylands</b>	Stockland Merrylands, Level 1, Community Room 1, 1 Pitt Street, Merrylands NSW 2160
<b>Sydney Greater West</b>	<b>Parramatta</b>	Level 5, 17-21 Macquarie St, Parramatta NSW 2150
<b>Sydney North and West</b>	<b>Chatswood</b>	Level 3, 54 Neridah Street, Chatswood NSW 2067

<b>Sydney North and West</b>	<b>Gosford</b>	Level 1 Gosford Central Plaza, 153 Mann Street, Gosford
<b>Sydney North and West</b>	<b>Hornsby</b>	Level 1, 22-28 Edgeworth David Ave, Hornsby NSW 2077
<b>Sydney East Metro</b>	<b>Burwood</b>	Suites 3-4, Level 1, 1/17 Elsie Street, Burwood NSW 2134
<b>Sydney East Metro</b>	<b>Campsie</b>	Level 1, 59-63 Evaline Street Campsie NSW 2194
<b>Sydney East Metro</b>	<b>Hurstville (The Avenue)</b>	Level 3, 7-11 The Avenue, Hurstville NSW 2220
<b>Sydney East Metro</b>	<b>Maroubra</b>	Level 1, 806-812 Anzac Parade, Maroubra NSW 2035
<b>Sydney East Metro</b>	<b>Marrickville</b>	Ground floor, 334-336 Illawarra Road, Marrickville NSW 2204
<b>Sydney East Metro</b>	<b>Redfern</b>	Level 2, 140 Redfern Street, Redfern NSW 2016

## The Skills for Education and Employment (SEE) program.

The SEE program works on improving your spoken and written skills. It teaches reading, writing, oral communication, and numeracy skills, which can help you find employment or study at TAFE or university.

This program is an approved activity under the Points Based Activation System and as such whilst enrolled you are not required to complete a minimum job search requirement and will earn 25 points per week.

The SEE program affords the opportunity to complete Nationally Recognised Qualifications and accredited training in:

- FSK20119 Certificate II in Skills for Work and Vocational Pathways
- 22483VIC Course in English as Additional Language
- 22471VIC Course in Initial General Education for Adults
- 22476VIC Certificate I in General Education for Adults (Introductory)

## Program eligibility

The SEE program is open to job seekers whose circumstances meet the following eligibility criteria:

- Are of working age, from 15 years to Age Pension age.
- Registered with an Australian government service as looking for work.
- Are an Australian citizen or a holder of an Australian visa with working rights?
- Assessed as suitable for training without any barriers that would prevent successful participation.

Do not fall into the following categories:

- Full-time student at the time of referral.
- Undertaking AMEP, NEIS or any other program that could impact successful participation in the SEE program.
- Are current holders of a Skilled Migrant Visa or a secondary holder of a Skilled Migrant Visa (dependent).

### Program length

You are entitled to a **maximum of 2 years** of language literacy numeracy and computer training, which can take **between 1000 and 2500 hours** to complete from the day you start class, depending on your approved schedule.

### Fees

The see program is **funded by the commonwealth government** by the department of education and workplace relations. The only time you will be asked to pay any fees is if you lose or damage a certificate given to you; in that case, you will have to pay \$30 to get a new one.

### Full-time or part-time training

Your training can be either full-time (20-25 hrs) or part-time (10-16 hrs). Classes are in the morning **or** in the afternoon. Your assessor will determine which class is best for you.

For face-to-face training, your schedule will be **one** of the following:

Full-time: 25 hours a week	Full-time: 20 hours a week	Part-time: 15 hours a week	Part-time: 10 hours a week
<b>Classes:</b> <b>9:00 am – 2:30pm</b>  <b>30-minute lunch</b>	<b>Morning classes:</b> <b>9:00am – 1:15pm</b>	<b>Morning Classes:</b> <b>9:00am – 12:15pm</b>	<b>Morning Classes:</b> <b>11:00am – 1:00pm</b>
	<b>Afternoon classes:</b> <b>12:00pm – 4:15pm</b>  <b>15-minute break</b>	<b>Afternoon Classes:</b> <b>12:45pm – 4:00pm</b>  <b>15-minute break</b>	<b>Afternoon Classes:</b> <b>2:00pm – 4:00pm</b>

**Please note:** Class times and days at some sites may vary depending on your weekly training load. Your Assessor will confirm your training schedule at the successful conclusion of your Pre-Training Assessment (PTA). See below.

### Online learning

Online learning is only permitted in certain circumstances. If you are unable to attend face-to-face classes, please speak to our customer care team at the time of enrol to discuss your reasons and we will attempt to accommodate where allowed by the program guidelines.

If approved for online or at home training, your schedule will vary however your weekly hours and workload will remain the same. Please speak to your trainer to confirm your schedule.

### Your class

If you are attending face-to-face training, you will study in a class of no more than 20 students, you will study both in groups and by yourself. It is important that you participate in all classroom activities to help you improve your language skills. Lessons focus on skills in Learning, Reading, Writing, Speaking, Listening, Numeracy and Digital Literacy.

It includes activities and tasks that students do on their own as well as in pairs and groups.

It is important to cooperate with your Trainer and other students. If you have any problems, please talk to your Trainer.

**Important:**

Nobody can improve without trying, so it is important that you try to **participate as much as possible in all classroom activities.**

### **Pre-Training Assessment (PTA)**

The Pre-Training Assessment (PTA) is a one-hour interview you have at an MTC Australia site or through a remote delivery mode before you start your studies. During the PTA interview, the assessor tests your level of skill in **Learning, Reading, Writing, Speaking, Numeracy and Digital Literacy.**

You are able to start training if:

- you have literacy, ~~and~~ numeracy needs.
- you can **attend classes regularly.**
- you can **participate in classroom activities,**
- you don't have problems that could prevent you from coming to class or improving your skills (e.g., if you have no home, if you have a drug problem or if you don't come to class regularly).

### **Unique Student Identifier (USI)**

From 1 January 2015 onwards, all students who undertake vocational education and training must hold a unique student identifier (USI). A Unique Student Identifier (USI) number is a unique reference number made of 10 numbers that is allocated to anyone studying nationally recognised Vocational Educational Training (VET) in Australia.

This can be obtained by registering online at <http://www.usi.gov.au> or ask your MTC Australia consultant to help you.

### **Student transport entitlement concession card**

MTC Australia is registered with the Transport for NSW (TfNSW) to ensure its students are provided opportunities of seeking subsidised travel concessions on public transport services subject to meeting the eligibility criteria.

MTC Australia informs every student about the availability of Student Transport Entitlement Concession cards as part of their PTA process. At this stage, each student must be provided information about:

1. transport concessions benefit available to eligible recipients
2. the eligibility criteria for getting the concession benefits
3. the process of applying for the concession subject to meeting the eligibility criteria

The process of assessing a student's eligibility criteria has been detailed in the Transport NSW [Guidelines for Issuing NSW Tertiary Student Concessions.](#)

Please contact MTC Australia for more details.



## Class level

In the PTA, the assessor will decide which level you will be studying.

The SEE Program has 3 levels of training:

- Initial Language Stream (Level 1 – PLA/PLB)
- Basic Language
- Advanced Language

## Recognition Of Prior Learning (RPL) / Credit Transfer (CT)

RPL is a process to assess your knowledge and skills acquired through formal or informal learning and are about what you have learned before. For example, you may have studied some course at AMES or TAFE before coming to MTC and acquired the skills related to the SEE courses.

Please tell your assessor at the interview about all English courses you have done. One reason for having an assessment before you start is for us to find out how much you still remember of what you studied before.

Also, if you have certificates from other places, for example TAFE or AMES, you can give a copy of your certificates to your SEE Centre Manager.

If you need more information about this, you can ask your SEE Centre Manager or assessor. They will explain the process to you and, if necessary, help you fill out any necessary application forms.

## Certificates/Statements of Attainment

A **Certificate** means that you have successfully completed all units of competency to achieve the full qualification. A **Statement of Attainment** certifies that you have completed one or more units of competency but have not achieved the full qualification.

MTC Australia complies with the Standards for Registered Training Organisations 2015 and the Australian Qualifications Framework (AQF), when issuing qualifications and statements of attainment. All qualifications issued by MTC Australia are nationally recognised.

Upon successfully completing a Unit of Competency or a full Qualification you may be issued with Certificate or Statement of Attainment.

MTC Australia issues a Certificate or Statement of Attainment within 30 days of your completion or withdrawal dates of the SEE Program.

Certificates or Statements of Attainment will be sent via an email or posted to you upon request. Please remember to inform us if you change your address so that you can get your Certificate or Statement.

If you need more information about this, please ask your Trainer or SEE Centre Manager.

## Possible future pathways

Depending on the results of your PTA, you may finish one level (for example **CGEA Initial**) before you finish 2 years of study. In such cases, you will study a higher level (for example CGEA I Intro) for the rest of your time with us.

Depending on your starting level, what you study and what certificate you get, you may be able to study other courses after you finish your 2 years of study-with us.

After successful completion of your SEE program, you may have a pathway to further study and in that we offer:

- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- BSB30220 Certificate III in Entrepreneurship and New Business

If you need more information about this, ask your Trainer or SEE Centre Manager.

## Client Training Profile (CTP)

After the Pre-Training Assessment, your Trainer will give you two copies of your Client Training Profile (CTP) and a copy of your class timetable. Please give once copy of the CTP and a copy of your timetable to your Referring Agency (such as Centrelink or Workforce Australia/DES).

The CTP shows:

- the start and end dates of your training at MTC Australia.
- your training hours (full-time or part-time).
- the result of your Pre-Training Assessment.
- what you will study in the first block of training.

## Assessments (Testing)

Your Trainer will **test** you to see how well you are doing. These tests will be either **written** or **spoken**.

Your Trainer will explain the tests clearly in simplified language. Your Trainer will also mark the tests, give you your results, and talk to you about your answers.

If you fail a test, your Trainer will explain your mistakes and then you can take the test again. You can take any test as many times as you like.

One rule of the program is that **you must improve** in two areas (learning, reading, writing, speaking or numeracy) for every 200 hours of class. Your Trainer will help you as much as possible and make sure you are well-prepared for all the tests.

If you have any problems during a test, you can ask your Trainer for help.

You can also use a dictionary or a calculator in any test.

## Academic Integrity

All students are expected to maintain high standards of academic honesty and integrity.

### Academic Misconduct

Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so (this includes publishing completed assessments on Course Hero or similar websites).

### Plagiarism

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give the appropriate acknowledgement.

Students may use this type of information if the source is acknowledged.

This includes material from staff, students, or the internet.

Where it is believed a student has cheated in this manner, in particular copying another student's work, the assessment will result in a failure. A student will need to pay extra fees to do this unit again.

### Cheating

Cheating is student behaviour that sets out to defeat the purpose of any item of an individual assessment. Any student who cheats, attempts to cheat, plagiarises, or incites another student to cheat or plagiarise in any assessment activity will face academic penalties.

Cheating means to gain advantage by unfair means or facilitate dishonesty such as:

- Cheating or intentionally using or attempting to use unauthorised materials, information, or study aids.
- Fabrication or intentional falsification or invention of any information or citation
- Plagiarism i.e., intentionally, or knowingly representing the words or ideas of another as one's own.
- Having another person complete your assignments.

Staff who assess students' work have a responsibility to educate students in appropriate referencing techniques and clearly explain what constitutes plagiarism, collusion, and other forms of cheating.

A lack of academic integrity includes the use of websites such as Course Hero and Chat GPT.

## Assessment appeals

If you feel your test result was **wrong** or **unfair**, you have the right to speak up. To do so, you can lodge an assessment appeal at any time. MTC Australia takes all assessment appeals seriously and handles them in a timely, professional, and confidential manner.

### Tell your Trainer if you are not happy with the results.

The SEE Centre Manager or SEE Program Manager will help you record all assessment appeals in writing. They will also give you a letter about appeal decisions. MTC Australia has Assessment Appeal Procedure available on MTC Australia Website [ET SOP 046](#) Assessment Appeal Procedure.

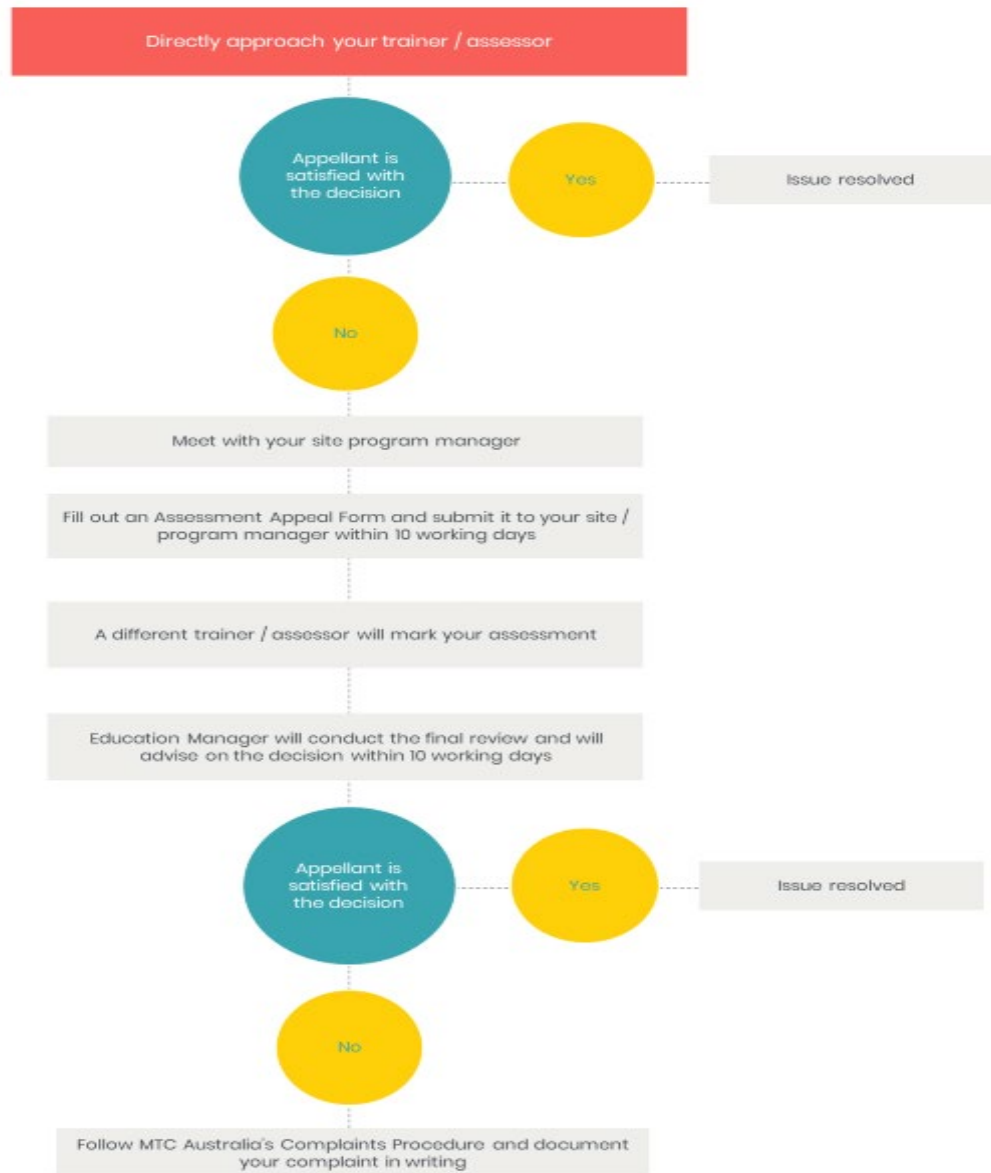
To see what happens with your assessment appeal, please refer to the flow chart below. You can also see a copy of this chart on the noticeboard in your classroom.

## Assessment appeal procedure

You can also download the [Assessment Appeal Form](#) online

### Assessment Appeals Handling Process

If you disagree with your assessment outcome, please refer to the process below:



Version no. 15.0

Issue Date: 9<sup>th</sup> March 2020

## Attendance and absence

All SEE students should attend classes **every day** that they are scheduled to do so. You should attend class regularly or you will be **withdrawn** from classes and your Centrelink benefits may be stopped.

If you are absent for more than 3 days in a row, you may be suspended or withdrawn. This means you get time off from class and benefit may be affected. Later, if you need to take time off again, you may not be able to do so because of this.

Version No: 9.0

Approved date: 9<sup>th</sup> March 2023

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If you are sick or unable to attend class, **call your Trainer** right away. Please **bring a medical certificate** when you return to class.

### **Punctuality**

You should attend classes **regularly**, and you must be **on time**.

### **Suspension (Time off from class)**

You may ask for time off if:

- you are sick for a long period of time or have to be in hospital.
- you have family emergencies or responsibilities.
- you have casual or seasonal work.
- you need to travel overseas or,
- you have a serious accident.

The **minimum** period of suspension is **1 week**; the **maximum** is **4 weeks**.

### **Resumption (Return to class)**

If you take time off, you must return to class **on or before** the day your Trainer tells you. If you do not return by that date, you will be withdrawn from the program (you will be stopped and may not be able to study anymore).

### **Withdrawal (Cancellation of enrolment)**

MTC Australia may stop you from studying for these reasons:

- poor attendance, inappropriate behaviour in the classroom, violent or abusive behaviour, and not completing your work; or
- inappropriate use of computer or internet facilities (for example, opening pornographic or gambling sites).

You may also withdraw yourself from studies if you choose.

If you are withdrawn and would like to return:

- **Within 12 weeks**, you can go to your campus SEE Centre Manager; you may be able to re-start your training without another assessment.
- **After 12 weeks**, you will need to first get a new referral from Centrelink or your provider. You will also need to take a new Pre-Training Assessment.

### **Termination (Permanent cancellation of enrolment)**

If you:

- do not attend classes regularly,
- do not follow computer or internet use rules or
- behave inappropriately towards your Trainer or classmates,

MTC Australia will first provide you with guidance and/or counselling. If your behaviour does not change, MTC will give you a formal written warning.

If your behaviour does not change after being given a warning, MTC Australia will terminate your training.

Once terminated, you cannot return to training.

## **Classroom Behaviour, Courtesy & Dress**

### **Classroom behaviour**

**DO:**

- ✓ speak English as much as possible
- ✓ be courteous (say 'Please' and 'Thank you')
- ✓ respect other students and staff
- ✓ keep your classroom and the premises tidy.

**DO NOT:**

- ☒ use mobile phones in class.
- ☒ eat in the classroom.
- ☒ chew gum in class
- ☒ smoke indoors
- ☒ speak languages other than English in class.
- ☒ bring drugs or alcohol to class.

### **Important:**

Be courteous: Use polite words such as '**Please**', '**Thank you**', '**Excuse me**' and '**Sorry**'. This will help you build good relationships with your classmates and your Trainer.

### **Health and hygiene**

It is important that you take care of your health and the health of others in the program.

☒ **Exercise** – Exercise regularly.

☒ **Sleep** – Get enough sleep.

☒ **Nutrition** – Eat a well-balanced diet.

Personal hygiene and cleanliness are the best way to stop the spread of viruses and contagious illnesses.

The flu (influenza) and colds are caused by infectious viruses. To **stop the spread of viruses:**

- Cover your mouth and nose when you sneeze or cough.
- Wash your hands thoroughly with soap and water before and after every meal and after using the toilet.
- Avoid touching your eyes, nose, or mouth.
- Stay home when you are sick and check with a health care provider when needed.

Visit [www.nutritionaustralia.org](http://www.nutritionaustralia.org) or [www.health.nsw.gov.au](http://www.health.nsw.gov.au) for useful information about balanced diets and health tips.

### **Dress**

Students are expected to dress in neat casual clothing.

We do not allow clothing that:

- Is dirty or unclean.
- Revealing.
- Displays inappropriate images or language.

- Displays racist or other derogatory images or language.

## **Resources and facilities (equipment use)**

On your first day, your SEE Centre Manager will show you the free tea and coffee facilities and where the toilets are in the building. In some sites, there is also a student common area for break time.

To help and support your learning, MTC Australia provides resources and facilities such as:

- furnished classrooms.
- overhead projectors
- computer rooms with Internet connection
- tea/ coffee machines and water coolers in student common areas

## **Work Health and Safety (Safety at school)**

At all times, pay close attention to health and safety instructions while you are at MTC.

MTC is committed to providing a safe learning environment for all participants. A risk assessment of all training facilities is undertaken annually to ensure that any potential hazards are managed.

First Aid Kits are available at all MTC campuses, further medical treatment is available from the onsite First Aid Officer.

All MTC Australia training facilities have fire and emergency evacuation procedures which are explained to students on their first day of training.

The trainer or another MTC staff member will inform you if an evacuation is required and direct you to the closest and safest emergency exit. In an emergency, please only take your closest personal belongings such as your handbag or wallet.

Should an accident or incident occur, you must report it immediately to your trainer or supervisor and complete an accident / incident report. An incident refers to an accident that could have happened (near miss); these must also be reported. Workplace Health and Safety incident registers are located at the reception desk of all MTC campuses, or with your trainer if training is off-site.

On your first day, your Assessor will show you the emergency exits and assembly areas (where to go in case of an emergency) and will also explain **safety procedures** to you.

It is very important that you understand and follow these safety instructions. If you need help, please ask your Trainer, or SEE Centre Manager.

If there is an accident, or if you are hurt or injured, please **tell your Trainer or SEE Centre Manager immediately**.

## Use of laptops and internet

Laptops and Internet are provided to help you improve your IT skills and achieve your learning goals.

Email accounts and the Internet should **not be used** to:

1. Access gambling or pornography websites.
2. Harass your trainer fellow students or other people.
3. Commit offences against people and businesses.

## Training breaks and holidays

MTC Australia is closed on all public holidays. The following tables show you the New South Wales Public Holidays Calendar and the NSW Government Schools Term Dates for 2020–2022.

### NSW Public Holidays 2022 - 2024

Holiday	2022	2023	2024
New Year's Day	Saturday, 1 January	Sunday, 1 January	Monday, 1 January
<sup>3</sup> Additional Day	Monday, 3 January	Monday 2 January	
<sup>2</sup> Australia Day	Wednesday, 26 January	Thursday, 26 January	Friday, 26 January
Good Friday	Friday, 15 April	Friday, 7 April	Friday, 29 March
Easter Saturday - the Saturday following Good Friday	Saturday, 16 April	Saturday, 8 April	Saturday, 30 March
Easter Sunday	Sunday, 17 April	Sunday, 9 April	Sunday, 31 March
Easter Monday	Monday, 18 April	Monday, 10 April	Monday, 1 April
Anzac Day		Tuesday, 25 April	Thursday 25 April
Queen's Birthday	Monday, 13 June	Monday, 14 June	Monday, 10 June
<sup>1</sup> Bank Holiday	Monday, 1 August	Monday, 7 August	Monday, 5 August
Labour Day	Monday, 3 October	Monday, 2 October	Monday, 7 October
Christmas Day public holiday	Tuesday, 27 December	Monday, 25 December	Wednesday, 25 December
Boxing Day	Monday, 26 December	Tuesday, 26 December	Thursday, 26 December

*1 Retail bank branches and certain financial institutions are required to remain closed on the first Monday in August (Bank Holiday) **unless otherwise exempt** - see [Part 3A](#) of the [Retail Trading Act 2008](#). 'Bank Holiday' is included in this list because it has implications for the staffing of these institutions. See the [Banks and Financial Institutions](#) page of the Fair Trading website. **Bank Holiday is not a declared public holiday.***



2 The public holiday standard in the [Public Holidays Act 2010](#) provides that when Australia Day (26 January) falls on a Saturday or Sunday, there will be no public holiday on that day and instead the following Monday is to be the public holiday.

3 The public holiday standard in the Act provides that when New Year's Day, Christmas Day or Boxing Day falls on a Saturday or Sunday there is to be an additional public holiday on the following Monday or Tuesday.

### NSW Government Schools Term Dates

	2022	2023	2024
<b>Term 1</b>	Friday 28 January to Friday 8 April	Friday 27 January to Thursday 6 April	Friday 30 January to Friday 8 April
<b>Term 2</b>	Tuesday 26 April to Friday 1 July	Monday 24 April to Friday 30 June	Tuesday 29 April to Friday 5 July
<b>Term 3</b>	Monday 18 July to Friday 23 September	Monday 17 July to Friday 22 September	Monday 22 July to Friday 27 September
<b>Term 4</b>	Monday 10 October to Tuesday 20 December	Monday 9 October to Tuesday 19 December	Monday 14 October to Friday 20 December

Before the school holidays, your Trainer will give you a distance learning workbook to complete on specific days during the break. You will be expected to attend some classes on the days which you won't be completing your workbook. It is very important that you finish this workbook and return it to your Trainer at the end of the holidays. You may contact your trainer if you need any help with your workbook.

### Excursions

Excursions are organised by your class Trainer. They are a part of your learning and have educational value. Your trainer will discuss with the class the educational value of the excursion and how it is important to your learning program.

While on an excursion, you are expected to behave appropriately at all times and to follow all rules. Prior to the excursion, your Trainer will discuss with you the Work Health and Safety rules and the Student Code of Conduct that all students should follow.

On an excursion, remember to wear suitable clothing and shoes and to carry water in a non-breakable container.

### Multicultural days

Trainers and SEE Centre Managers at MTC Australia organise celebrations for different multicultural events such as Harmony Day, Peace Day, Anzac Day, Chinese New Year, Christmas, The Moon Festival, etc.

Students and Trainers celebrate Australia's multiculturalism and the cultural, racial and religious diversity of students at MTC Australia. Students and Trainers bring traditional food and wear their traditional clothing. On multicultural days, you will share stories about your culture and traditions with others and learn English by chatting with Trainers and your classmates.

## Student surveys

We value your feedback. This means we would like you to tell us what you think about your courses and your time at MTC. For this reason, before you finish your hours, we may ask you to answer some questions. These questions are about your classes, your Trainers, etc.

We don't ask you to write your name on the questionnaire, so you don't have to worry about giving us your opinion.

You don't have to answer these questions if you don't want to; however, it will be a great help to us if you do, as it would help us improve our services and become a better provider.

Further, you may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Record keeping

MTC Australia retains the following records for each student:

- enrolment details and forms completed on enrolment
- attendance records
- outcomes of units of competency
- assessment evidence
- Certificates and Statements of Attainment issued
- records of appeals (if applicable)
- reasonable adjustments (if applicable)

The documents listed above are kept in hardcopy form for a period of seven (7) years for Government funded, Subsidised Training and Fee Free Traineeships (Smart and Skilled).

An electronic record of students' outcomes and qualifications issued is retained for a period of thirty (30) years. Should MTC close its business, all records will be handed to regulator (ASQA) for safekeeping.

Student files are stored securely in locked cabinets or archived in a secure storage facility. Students' records are entered into an online student management system called JobReady; access to this database is limited and protected by a password.

## Your rights and responsibilities

As a student at MTC, you are expected to follow the terms and conditions of your enrolment as well as MTC Australia's rules and code of conduct. These rules are there to create a positive learning environment for everyone; failure to follow them will lead to disciplinary action. As a student at MTC:

### You have the right to:

- be respected.
- receive feedback from your Trainer on your studies.
- give feedback about the course.
- have privacy.

- have access to your information.
- be free from discrimination.
- have a choice.
- be in a good learning environment.

**You must not:**

- miss classes without a good reason.
- harass others.
- discriminate against others.
- use offensive/bad language.
- destroy school property.
- remove school signs.
- disobey safety directions.

## Privacy

**MTC AUSTRALIA does not sell or profit from any personal information collected as per the National Data Provision requirements.**

MTC Australia, collects, holds, uses, and discloses personal information to deliver training and assessment services under the National Vocational Education and Training Regulator Act 2011. Personal information is handled in accordance with Privacy Act 1988, the Australian Privacy Principles and requirements laid down in MTC's contracts as a service provider to the Commonwealth Government.

Your personal information (including sensitive information) is collected directly from you or from third parties. Where information is collected from a third party, you will be informed or may reasonably expect that MTC Australia has been given this information, will know the purpose for which it is collected, and will be able to obtain access to this information.

MTC Australia is required to disclose personal information (including sensitive information) to Australian Skills Quality Authority (ASQA) and, as a services provider, to the Commonwealth Government.

Disclosure of personal information to another individual/ third party, without consent, will only occur in order to lessen a serious threat to you or to public safety, and where required by law.

MTC Australia uses personal information (including sensitive information) for the purpose of internal audits, statistical analysis, AVETMISS reporting (please see more information below), research and program evaluations.

MTC Australia is required by law to report certain information about its students, such as their employment status, prior education, and citizenship status. This information is collected from the Enrolment Form that each student completes (AVETMISS questions). Data about students is submitted to the National Centre for Vocational Education Research (NCVER). Details of the NCVER privacy policy can be found on their web site at [www.ncver.edu.au](http://www.ncver.edu.au).

All the information MTC has about you is kept private and confidential. Your student file, which contains your Pre-Training Assessment, enrolment information, assessments and results, is kept in a secure place. Only authorised people (for example your Trainer or SEE Centre Manager) can access student files.

As per the **“Privacy Notice”** that you signed, MTC will also share administrative information about your attendance of SEE program with your Workforce Australia provider.

If you need to see your results or check the details you have given us, you can ask us. You can look at your files only in the presence of MTC Administration Staff or your Trainer/SEE Centre Manager. You cannot take anything from or add anything to your files, but you can ask about records of your attendance and progress.

## **MTC Australia privacy notice**

### **Why we collect your personal information.**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011(Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How the NCVER and other bodies handle your personal information.**

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

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

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

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at; <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### Contact information.

At any time, you may contact MTC Australia to:

- request access to your personal information
- correct your personal information.
- make a complaint about how your personal information has been handled.
- ask a question about this Privacy Notice
- MTC Australia Customer Care Support phone number: 1300 232 663
- MTC Privacy Policy; <https://www.mtcaustralia.com.au/privacypolicy/>

### Continuous improvement

MTC Australia is committed to continual enhancement of its operations so that the changing needs of clients and industry continue to be met. We systematically monitor our training and assessment strategies and making sure it meets the quality.

We encourage all students to provide feedback about the quality of training, learning and facilities and resources. All verbal and written feedback can be provided throughout your training. We are always keen to hearing about our service and your training experience with MTC Australia.

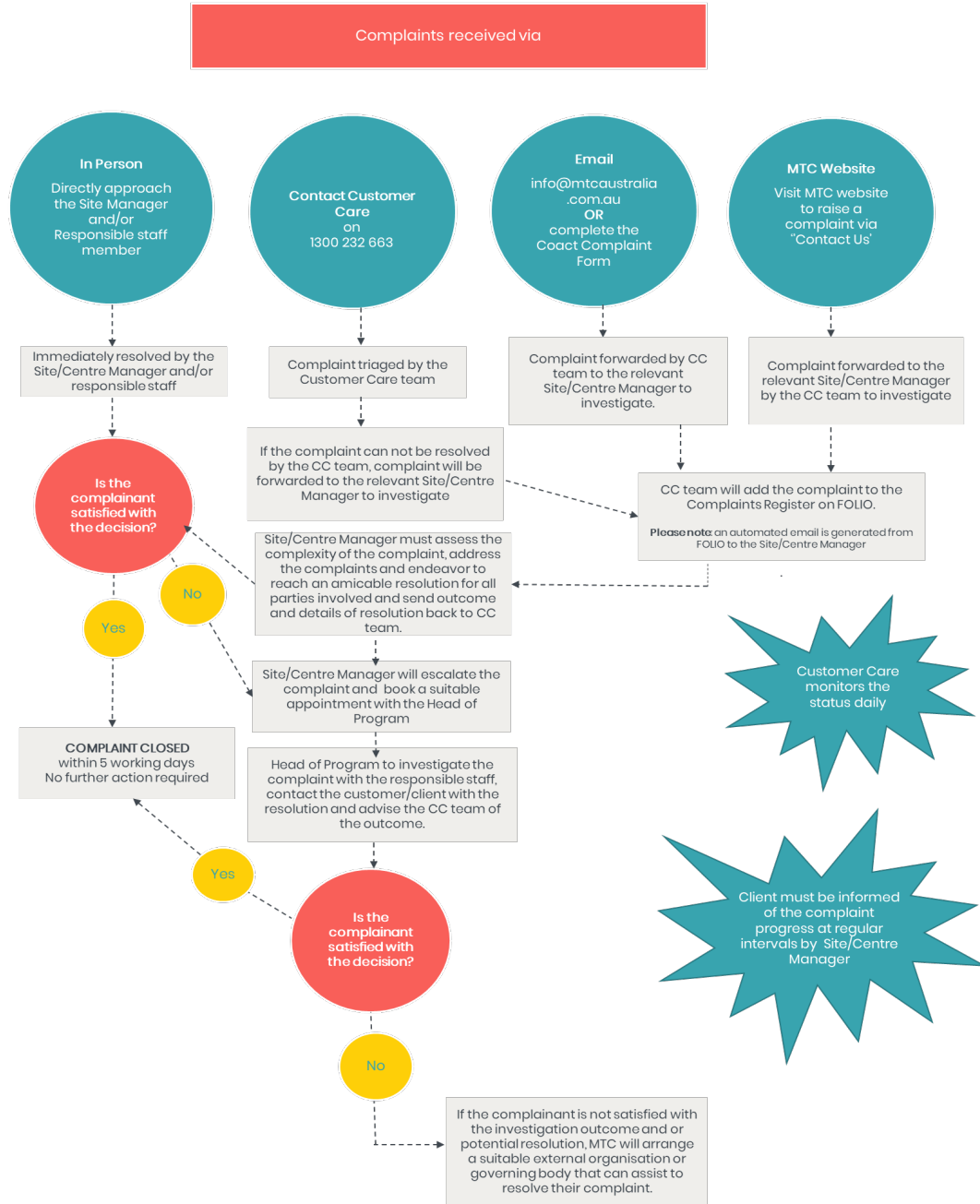
### Complaints

You have the right to lodge a complaint if you are not satisfied with the **procedures, outcomes** or the **quality of service** provided by MTC Australia. A complaint can be about:

- your training (classes, lessons, materials),
- course and enrolment advice and information provided to you.
- your assessment results (including Recognition of Prior Learning and Recognition of Current Competency),
- certificates and/or statements of attainment.
- how your Trainer and/or other students treat you,
- handling of your personal information, and
- health and safety.

MTC Australia has a formal Complaints Policy and Procedures [P 043 RTO Complaints and Appeals](#) & [SOP 017 Customer Compliments and Complaints Handling](#), defining our approach to resolving any complaint raised by our students.

# Customer Complaint Handling Process



Version no. 15.0

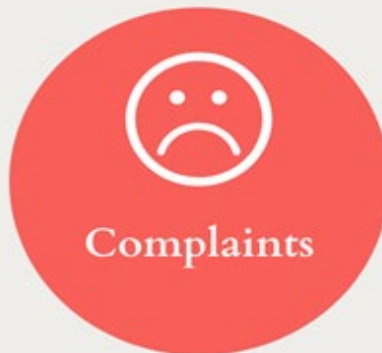
Issue Date: 13<sup>th</sup> May 2020

**Remember, it is against the law for anyone to victimise you for making a complaint.**  
*At any time if you are happy, the complaint will end, and you do not have to do anything else.*



# Your feedback matters.

At MTC, our customers are important to us and we value your feedback. We want to make it easy for you to get in contact with our teams with your:



If you would like to get in touch regarding any of the above you can contact us using any of the below methods:



1300 232 663



[info@mtcaustralia.com.au](mailto:info@mtcaustralia.com.au)



[mtcaustralia.com.au](http://mtcaustralia.com.au)



## Electronic media usage

Internet, e-mail, and other electronic systems are provided by MTC Australia to assist students in the delivery of their training. These resources are not for personal use or for the entertainment of individuals.

Students **must not**:

- originate or circulate mail items with offensive content.
- use abusive, offensive or defamatory language in messages.
- use electronic communications to harass, defame, abuse other participants, staff, or others.
- place unlawful information on the system or individual devices.
- send messages that are likely to result in the loss of the recipient's work or systems.
- send or participate in the circulation of chain letters or unauthorised broadcast messages.
- send offensive material, including material which contains sexual innuendo, references or material that denigrates or vilifies a particular group or individual.
- access sexually orientated, pornographic or otherwise offensive sites, including gambling.
- solicit sexually orientated, pornographic or otherwise offensive material from external sources.
- cause congestion of the network or interfere with the work of others.
- use the electronic facilities in a manner that may give rise to breaches of legislation on sexual harassment, racial discrimination, disability discrimination or other anti-discrimination legislation.
- violate any software licences, copyrights, state, federal or internal laws or regulations governing intellectual property and on-line activities.

Failure to comply with any of the responsibilities listed above, or other serious behaviour breaches, may result in disciplinary action, including the student being withdrawn from the course.

## Help and support.

At MTC, you can get help and support:

- If you have a disability that may make studying difficult for you, tell your Trainer and SEE Centre Manager.
- If you have other problems and would like to talk about them or get help, go to MTC Support Officer. They may be able to help you or tell you where to go and what to do.
- If you are injured on campus, go to your Trainer, SEE Centre Manager or other MTC staff immediately.
- If there is an emergency or evacuation, follow your Trainer, listen to their instructions, and stay as close to them as possible.
- If your address and/or telephone number(s) change, tell your Trainer.

If you have a problem relating to your training or assessments, please speak to your trainer or contact MTC Australia. Please ask your trainer or an MTC Australia staff member if you require a copy of a form.

Forms that you may need include:

- Reasonable Adjustment Form (A)
- Reasonable Adjustment Form (B)
- Change of Details Form
- Access to Records Request



- Withdrawal / Refund/Deferment/Transferring Request Form
- Credential Request
- Assessment Appeal Form
- Complaints Form
- Credit Transfer Application

### **Reasonable Adjustments**

An adjustment is a measure or action taken to assist a student who has a disability, or language, literacy or numeracy issues, in order to participate in education and training on the same basis as other students. If you feel that you have a special need and may require an adjustment to participate in training or assessment, please apply for a reasonable adjustment. MTC Australia will implement adjustments that are deemed necessary and reasonable. Please refer to [ET SOP 018 Providing reasonable adjustment](#) procedure for further details available on our website.

In assessing whether a particular adjustment is reasonable, MTC Australia will consider:

- the student's disability and his/her views regarding their needs
- the effect of the adjustment on the student, including the effect on his/her ability to: achieve learning outcomes, participate in the course/program, or act independently.
- the effect of the proposed adjustment on anyone else affected, including the education provider, staff and other students
- the costs and benefits of making the adjustment.

MTC will notify you of the application decision prior to the commencement of training or assessment.

**Note:** Fill out a [Reasonable Adjustment Form \(A\)](#) and submit to MTC Australia.

### **Support services**

#### **Career Support Officer**

The Career Support Officer is an additional service provided as part of the MTC SEE Program to enhance the Customer experience and is to be facilitated at the same time as the SEE language courses.

The Career Support Officer Pilot is designed to assist the Customer in providing vocational and non-vocational support, based on their individual circumstances.

The SEE Trainer, Career Support Officer and Industry Engagement Manager will collaborate and work with the Customer.

The SEE Trainer provides the first step in referring the Customer to the Career Support Officer. The Career Support Officer and Customer co-create a Work and/or Study Plan.

The Customer will attend 2 to 3 appointments with the Career Support Officer.

At the conclusion of the 3 appointments, the Career Support Officer will complete the Final Assessment.

The result of the Final Assessment will determine the exit pathway for the customer:

1. Remains with the Career Support Officer service.
2. Is job ready and suitable to be referred to the Industry Engagement Manager for employment opportunities.
3. Social Outcome.
4. Returns to SEE program.
5. Exits the SEE program.
6. Exits the SEE Program to MTC Australia's RTO or external training.
7. Proceeds with social outcomes to manage their non vocational challenge.

### **Support officer**

It is not unusual for students to experience problems during training.

Whilst it is important a student having concerns or problems, it's our responsibility to observe all students to identify anyone with a concern or problem so that we may deal with it sooner rather than later.

In cases of vocational barriers, trainers can help in most situations, using the reasonable adjustment strategies.

If the range of problems are related to non – vocational barriers, for example:

- Nervousness and anxiety,
- Interpersonal problems,
- The culture, customs, and routines; or
- Personal or domestic problems outside the training,

then the site support officer will refer the student to the support services we are aware of.

### **Site Support Officer**

For student reference, the name of the Support Officer for the site is displayed and visible at all times.

It is the responsibility of a Support Officer to:

- Provide assistance to a student who has issues with:
  - their studies,
  - attendance, and/or
  - personal or other matters (see relevant support services as listed on following pages)

(Note: only a qualified Trainer/Assessor must provide advice on learning-related issues).

- Provide support face-to-face (in private), over the phone and via email.
- Protect confidentiality of the student.
- Avoid conflict of interest when providing guidance to a student.
- Familiarise themselves with local counselling/support services.

## **Support services**

If you are having any personal problems and need support, please see below for a list of free or low-cost counselling and support services.

### **Al-Anon**

*Self-help organisation for family and friends of people with alcohol problems.*

Phone: (03) 9620 2166 (Monday–Thursday), website: <http://www.al-anon.org/australia/>

### **Alcohol and Drug Information Service (ADIS)**

*24-hour confidential telephone counselling service*

Phone: (02) 9361 8000 or toll free 1800 422 599

### **Drug and Alcohol Specialist Advisory Service (DASAS)**

*Service available in NSW 24 hours a day and 7 days a week*

Phone: 9361 8006 (Sydney) and toll free 1800 023 687 (regional and rural callers)

### **Family Drug Support Helpline 2**

*Service available 24 hours*

Phone: 1300 368 186, website: [www.fds.org.au](http://www.fds.org.au)

### **Gay and Lesbian Counselling Service of NSW**

Phone: Sydney Area: (02) 8594 9595, Regional: 1800 18 GLCS, website: <http://www.glcsnsw.org.au/>

### **Kids Helpline**

*Counselling service for people under 18 year of age, available 24 hours a day, 7 days a week.*

Phone: 1800 551 800, website: <http://www.kidshelp.com.au/>

### **Legal Aid NSW**

*Legal advice over the phone or face-to-face at a Legal Aid Office located throughout Sydney*

Phone: 1300 888 529, website: <http://www.legalaid.nsw.gov.au>

### **Lifeline**

*Crisis line available 24 hours*

Phone: 13 11 14, website: <http://www.lifeline.org.au/>

### **Relationship Help Online (Relationships Australia)**

Website: <http://www.relationshiphelponline.com.au/>

### **Sydney Sexual Health Centre**

Address: Level 3, Nightingale Wing, Sydney Hospital, 8 Macquarie St, Sydney NSW 2000

Phone: 61 2 9382 7440, website: <http://www.sshc.org.au/>

## Telephone Interpretation Service National (TIS)

Telephone interpretation service available in over 170 different languages and dialects 24 hours a day, 7 days a week. Phone: 131 450; website: [http://www.immi.gov.au/living-in-australia/help-with-english/help\\_with\\_translating/](http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/)

Your Trainer or SEE Centre Manager can explain to you what these and/or other organisations may be able to do to help you. They may also be able to help you find other support organisations close to where you live.

## Important information

- You will get directions to and the phone number of your MTC campus from Centrelink or your referring agency.
- All MTC campuses are close to public transport. If you need more information about transport and/or parking options, ask your Trainer and/or SEE Centre Manager.
- Your Trainer's and SEE Centre Manager's name will be given to you at your Pre-Training Assessment.
- Names of Campus First Aid Officer and Fire Warden are located on emergency charts in your campus.

Further information is obtainable by contacting our offices. One of our representatives will be happy to help you with any enquiries you may have or assistance you may need. Our contact details are as follows:

- Address Level 3, 2-14 Meredith St, Bankstown NSW 2200
- Phone Number Customer Care Support (1300 232 663)
- Website [www.mtcaustralia.com.au](http://www.mtcaustralia.com.au)
- RTO Code 90171

## Working with children

We will comply with all Federal and State working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website

<http://www.afp.gov.au/nch/policechecks.html>