my industry training

STUDENT HANDBOOK

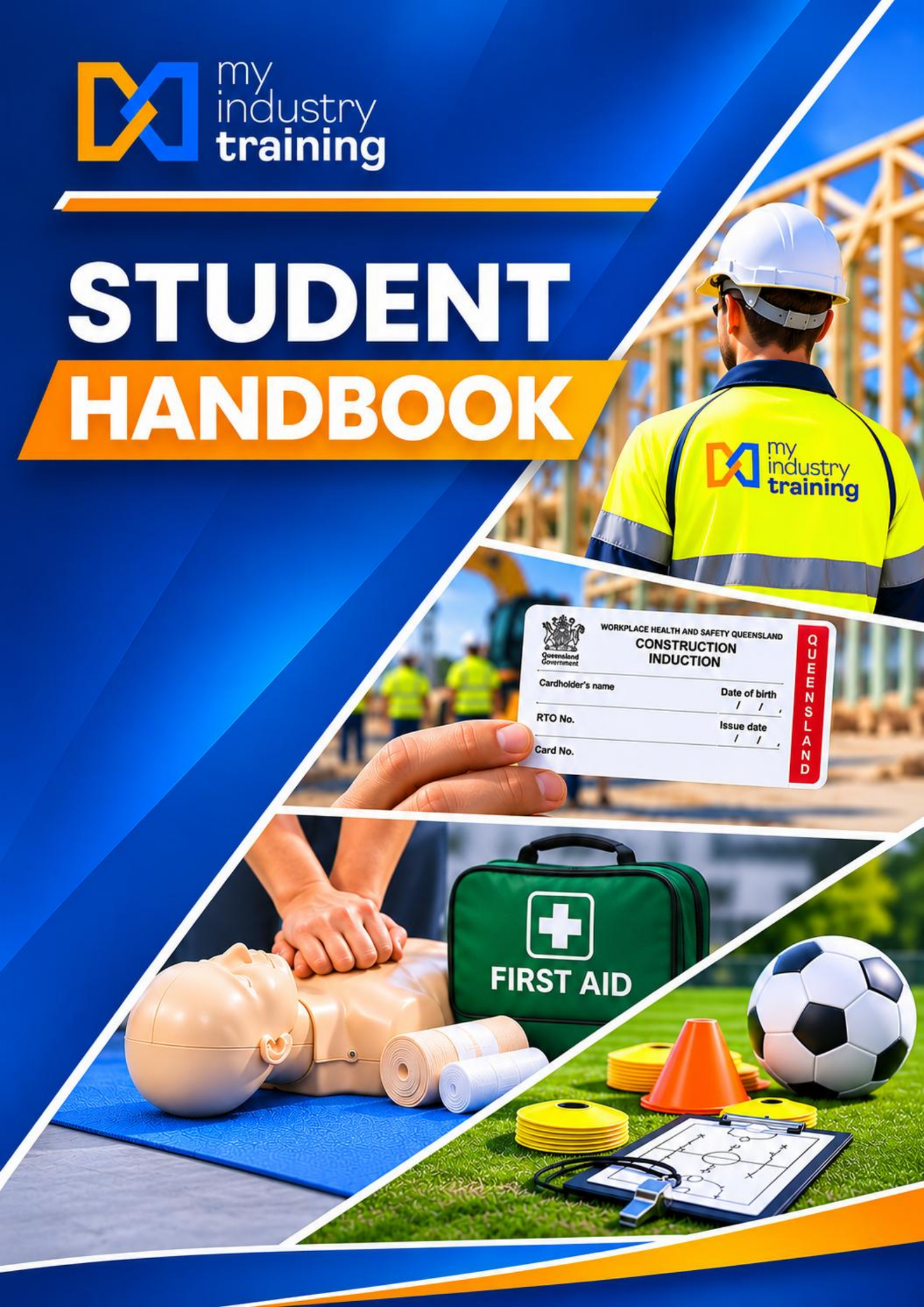


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Welcome to My Industry Training

Congratulations on taking the step and enrolling in a My Industry Training course. I would personally like to welcome you to our student community and I encourage you to utilise the resources and assistance offered to you during your studies.

Throughout your course, life can get in the way - work commitments, family responsibilities, personal issues and social events can arise at any time. I encourage you to communicate with us regularly. Most of life's problems can be dealt with by simply communicating more effectively.

The benefits of completing a course are numerous. Not only is it an investment in developing your skills and knowledge, it's an investment that opens career doors. And like all good investments, it should have a good return.

Success for My Industry Training is simple - at the end of your course, we want you to confidently say the following things:

- I feel that I have significantly improved my skills and knowledge
- I have achieved what I set out to achieve
- My experience with My Industry Training was positive
- My Industry Training provides professional service and high quality training
- I would recommend My Industry Training to anyone

My Industry Training is built on the premise of quality and value for money education. Quality education is achieved by working with employers and students to develop customised training and assessment experiences. Value for money education is created by offering study options that suit a range of needs and budgets. Our goal for you is to learn, adapt and succeed... to stand out from the crowd with world class skills.

This student handbook is developed for people considering studying with My Industry Training and for new and existing students. Please take the time to read this handbook as it has important information about our student policies and procedures. If you would like clarification on any items in this handbook please contact a My Industry Training staff member.

I wish you good fortune during your journey of education and professional development with us.

Kind Regards



Glen Parker
Director | Adapt Education Pty Ltd trading as My Industry Training

My Industry Training Customer Service Standards

Business should be built on high quality customer service. The points below identify the customer service standards that students can expect MIT to meet:

- All email enquiries will be responded to within 24 hours
- All enquiries regarding IT issues and online unit requests responded to within 4 working hours.
- Phone enquiries that cannot be answered immediately will be followed up within 24 hours. If you happen to reach an answering service, leave a message – we are one of the few companies who actually return messages and missed calls!
- All enquiries received by post will be responded to within five working days
- Clear and accurate information provided at all times
- A professional, positive and friendly attitude
- Punctuality when attending appointments, sessions and other scheduled events
- Respect and an individual assessment of your needs

Student Obligations

- Where possible communication by email or phone is preferred
    - Email: info@myindustrytraining.com.au
    - Phone: (07) 3620 2347 or your trainers mobile for training/assessment specific queries
- Advise MIT if your personal details change (phone number, email address, postal address, etc)
- Most communication will be provided by email. Please advise MIT if this does not suit.

Student Code of Conduct

My Industry Training seeks to create an environment where all persons are treated equitably and with respect, where a person's rights are respected and where staff and students efforts are encouraged and their achievements given due recognition. Staff, students and other parties involved in MIT programs should treat each other with respect. This involves:

- Courtesy and professional conduct
- Avoiding unfair discrimination on grounds such as race, gender, national origin, sexual orientation, disability or religion
- Avoiding behaviour which might reasonably be perceived as harassing, bullying or intimidating
- Respecting the rights and property of others
- Ensuring the safety of yourself and others

As a student you will be required to take responsibility for:

- Ensuring that your account is financially up to date and making payments in line with your payment agreement
- Your own professional conduct. Unacceptable conduct is defined in the discipline policy. Unacceptable conduct will not be tolerated and may result in disciplinary action being taken
- Reading all relevant course and training information
- Monitoring your progress and meeting all due dates on your Training Plan
- Attending all training sessions as required
- Advising MIT if you cannot attend any workshop, site visit or other scheduled appointment
- Working closely with your Trainer and other students to participate in role-plays, case studies, discussions and projects as evidence where required.
- Handing in all assessment tasks as per requirements unless otherwise discussed with your Trainer
- Ensuring all work submitted is your own and that you reference sources where required
- Retaining copies of all working notes, assessment and any other documents in your portfolio
- Discussing any concerns regarding the course, session activities and your ability to learn with your Trainer
- Advising the Trainer if you require any special MITive equipment or support for the training course
- Participating in surveys, course evaluations and providing feedback
- Adhering to all state and federal laws including but not limited to: the *Copyright Act 1968*, the *Anti discrimination Act 1991* and the *Work Health and Safety Act 2011*
- Adhering to the policies and procedures of the workplace in which you are employed or undertaking work experience.
- Adhering to the policies and procedures of the venue in which your training is conducted.
- Following all instructions provided where a program involves physical tasks or the use of machinery, tools or equipment.
- Following the manufacturers user manual or instructions when using machinery, tools or equipment.
- Only using machinery, tools or equipment under the direct supervision of a trainer.

Cyber Bullying

Online bullying is using technology such as the internet or mobile devices to bully someone. It can include:

- sending abusive text messages and emails
- posting hurtful or threatening material on social media like Instagram, Facebook, Twitter and Snapchat, or on gaming networks
- imitating or excluding others online
- tagging inappropriate or unflattering images
- threatening another person to do something such as sending revealing images.

Here are some things you can do to prevent online Bullying to yourself and others

1. Don't feed the trolls – they want a reaction
2. Collect evidence – take screen shots in case it is deleted
3. Report it. In all instances report to an MIT staff member. Consider reporting it to the social media service it happened on
4. If it is a serious threat, report it to the police as well as My Industry Training
5. Take control of your messages and newsfeed by blocking offenders, changing privacy settings

MIT encourages the reporting of Cyber Bullying and will deal with reported cases according to our complaints policy.

Discipline

Policy Statement: We are committed to a safe, supportive and productive learning environment for all students and may apply disciplinary action in the event that a student breaches the student code of conduct or any other My Industry Training Policy.

The policy applies to all current students of My Industry Training

The following list details unacceptable conduct that may result in disciplinary action:

- Conduct that impairs the reasonable freedom of any person to pursue his or her studies within MIT or any venue where training or assessment is being conducted by MIT or its sub-contractors.
- Conduct that may impact on the physical, psychological and emotional safety of any staff member, student or self.
- Conduct that is prejudicial to the management or staff of MIT or any activity that is organised by it.
- Unacceptable Conduct. This may include but is not limited to: physical or sexual assault; alcohol or illegal drug use; malicious damage to property of MIT, other students or the training facility; wilful disobedience of an instruction by a staff member; any dishonest or unfair acts in regard to assessment evidence and records of study, provision of false information to MIT regarding enrolment; plagiarism; falsification of records and information; discrimination against other students or staff; failure to pay fees; all forms of offensive behaviour including bullying and verbal abuse; stealing and vandalism; any other conduct deemed by the CEO of My Industry Training to be unacceptable.
- Malicious use of electronic mail, or other forms of electronic communication.
- Any actions deemed as online or cyber bullying
- Successful or unsuccessful attempts to break password files.
- Unauthorised access (manual or electronic) to student records, human resources, payroll, financial records, or any other MIT computer, website, intranet, network or staff/student account.
- Any other misconducts which distracts or unduly interferes with the business of MIT.
- Any actions which may violate state or federal laws.
- Any breach of the Student Code of Conduct
- Any breach of an MIT policy.

Where the misconduct falls within the scope of the laws of the state or Commonwealth, those laws shall be followed in regard to reporting the alleged offence/s. These rules do not override any laws, regulations or conditions imposed by a higher authority or Government body.

All information collected as part of this process will be protected by the organisation's confidentiality policy. Only authorised parties will have access to such information.

Possible disciplinary action may include but is not limited to:

- A reprimand and caution (warning)
- Entering into a performance agreement
- Payment of the cost of repairing damaged data, computer and/or network facilities
- An appropriate period of suspension to training and assessment activities
- Expulsion from the course or qualification
- Prevention of re-enrolment

Before imposing any disciplinary actions, the CEO may conduct research or make enquiries to verify the accuracy of the information and any other facts surrounding the matter. The CEO, will conduct a meeting (face-to-face, phone or video conference) to determine appropriate actions. Meeting may involve: staff, students, and other parties impacted such as: victims, witnesses, employers, parents, apprenticeship centres, etc. From the meeting, the CEO may:

- Decide that no breach has occurred and no disciplinary action is required
- Counsel the student
- Decide that the conduct is unacceptable and proceed with disciplinary action

A person in receipt of disciplinary action under this policy may use the complaints and appeals policy of the organisation to have an appeal heard by an independent person.

Complaints and Appeals

Policy Statement: MIT provides all students with a democratic system to lodge and resolve any complaints or appeals. This policy applies to all students enrolled in a Nationally Recognised qualification, unit of competency or accredited course.

Any complaint that involves unacceptable conduct from a student should refer to the discipline policy. These rules do not override any laws, regulations or conditions imposed by a higher authority or Government entity. All information collected as part of this process will be protected by the organisation's Information and Privacy policy. Only authorised parties will have access to such information.

A **complaint** may be lodged where a student feels any aspect of the organisations product, services, operations or administrative processes has left them dissatisfied. A complaint may also be lodged where the conduct of a staff member, an My Industry Training partner organisation, student of MIT or any other person associated with the delivery of an My Industry Training course has caused a student unreasonable anguish.

An **appeal** may be lodged if a student disagrees with an assessment outcome or judgement of competence that has been made by an assessor. To appeal a decision students should follow the complaints procedure below. Appeals should be submitted as soon as possible after a result has been communicated and no later than 21 days after the course has been completed/cancelled.

My Industry Training adopts the principles of natural justice and procedural fairness when handling complaints. This means that:

- Students are given reasonable opportunities to make a complaint
- Any party that an allegation is made against is given reasonable opportunity to respond
- All parties are given reasonable timeframes and rights of reply
- Facts are considered and verified by an appropriately authorised company representative.
- Decisions are based on fairness and the best interest of all parties involved

Process to lodge a complaint/appeal:

- In the first instance a complaint/appeal should be discussed with a trainer or another member of staff.
- Students are requested to be clear about their concerns and expectations. MIT staff members will attempt to resolve the complaint/appeal or refer it to a Manager.
- If not satisfied with the outcome of the informal resolution process, a complaint/appeal may be put in writing to the attention of the CEO.
- Upon receipt of a written complaint/appeal the CEO may conduct research or make enquiries to verify the accuracy of the complaint and any other facts surrounding the complaint.
- The CEO, will conduct a meeting (face-to-face, phone or video conference) to determine appropriate actions. Meeting may involve: staff, students, and other parties impacted such as: employers, parents, apprenticeship centres, etc. From the meeting, the CEO will prepare a written agreement of actions to resolve the complaint/appeal.

External Complaints Resolution

If a client has exhausted all internal resolution processes, they may request that an external mediation process be undertaken. This process is to be undertaken at the complainant's expense. The complainant may use any mediator approved by the Australian Arbitrator and Mediator Institute or other credible agency on the agreement of the My Industry Training CEO. A mediator cannot impose a decision upon the parties. However, through their facilitation and technical skills the mediator is able to assist the parties explore the issues in depth and reach the best possible joint decisions that the circumstances allow.

Other options for making a complaint externally

- Lodge a complaint through the National Training Complaints Hotline. Through the Hotline, complaints will be directed to relevant authorities, connecting consumers with the most appropriate organisation to assist them. Call 133873 or visit their website

  https://www.dewr.gov.au/national-training-complaints-hotline
- Lodge a complaint through the training regulator, the Australian Skills Quality Authority (ASQA). For information on ASQA Complaints policy go to: http://www.asqa.gov.au/
- For complaints relating to fees or unconscionable conduct go to http://www.consumerlaw.gov.au/ to find the relevant office in your State.
- Students who are apprentices or trainees may alternatively lodge a complaint with their Apprenticeship Centre or relevant state department. (QLD students can contact the Queensland Training Ombudsman - www.trainingombudsman.qld.gov.au).

Sexual Harassment

Definition: Sexual Harassment may be described as unwelcome sexual advances, requests for sexual favours, or other physical and expressive behaviour of a sexual nature that is unwelcome or offensive.

Policy Statement: My Industry Training seeks to ensure an environment free from all forms of sexual harassment in an educational setting. This policy applies to all students and employees of the company.

Because the company considers sexual harassment inappropriate and prohibits it, individuals who believe they have been sexually harassed may seek assistance through the complaints and appeals procedure. Complaints of sexual harassment will be responded to promptly and equitably. Confidentiality will be maintained and victimisation/retaliation against individuals bringing complaints will not be tolerated. Individuals found in violation of the sexual harassment policy are subject to disciplinary action.

If after following the company's complaint procedure you are not satisfied, you may lodge a complaint with the Anti-Discrimination Commission or relevant agency in your State.

Staff or students found to have breached this policy will face disciplinary actions and where appropriate will be reported to the police.

Examples of Sexual Harassment

Visual: leering, making sexually explicit gestures, unwelcome sexual email messages, flashing, displaying sexually explicit objects, pictures, posters, cartoons, pinups or images left on computer screen savers.

Verbal: sexually explicit conversations, derogatory sexual comments, epithets, slurs, jokes, unwelcomed sexual advances, sexual jokes, propositions, or demands for sexual favours and unwelcomed suggestive sexual comments about an individual's body or appearance.

Physical: unwanted touching such as patting, pinching, hugging, brushing against another's body, coerced kissing or fondling. Physical assault is a crime.

Access and Equity

Policy Statement: My Industry Training has a duty of care to ensure that the courses offered are accessible and equitable to all people. This policy contributes to compliance with the *Anti Discrimination Act 1991*.

The policy applies to all potential and current students of My Industry Training

- My Industry Training will ensure that all pre-enrolment information (course outlines, student handbook, etc) can be provided online, via post or verbally by phone.
- My Industry Training will consistently apply its training and assessment policy, flexible learning policy and student support policy to ensure that all students have access to training, assessment and support services that meet their needs and if necessary reasonable adjustments to assist a student participate effectively.

Student Obligations

- Students must disclose during the pre-enrolment process if they experience any disabilities, learning difficulties, work/life demands, medical issues, travel issues, etc that may impact their ability to participate in training and assessment.

Information and Privacy

Policy Statement: My Industry Training seeks to gather, store, maintain and disseminate information in a way that is ethical, efficient and compliant with legislative requirements.

- Any personal and enrolment related information provided by students will be kept securely and only made available to authorised personnel within the company.
- Students must advise MIT (email is preferable) as soon as possible if any of their enrolment, personal details or other circumstances change.
- An electronic copy of the student record book and certificate/Statement of Attainment will be kept for 30 years. MIT is required to retain student assessments for audit purposes and cannot return them.
- Students will be provided with access to their files upon request.
- In the event that My Industry Training ceases to operate all student results will be transferred to the registering body (ASQA).

National regulations require My Industry Training to collect personal information about you and to disclose that personal information to third parties. Personal information (including personal information contained in your enrolment form and your training activity data) may be used or disclosed by My Industry Training for reporting, statistical, regulatory and research purposes. My Industry Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Host employer – if you are involved in a practical placement;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER, Researchers or Organisations conducting student surveys
- Parents/Guardians – where they are a party nominated on the Training Plan
- Job Networks, Disability Service Providers, Apprenticeship Centres or other agencies involved in the monitoring of your training
- Centrelink – if you are receiving study benefits

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Ch), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

All students will be requested to sign a declaration acknowledging they understand how their personal information will be used. This declaration will be done either on the enrolment form or on the Training Plan.

Payments and Refunds – Fee For Service Students

Policy Statement: My Industry Training will offer a fair system of payment and refund for all students and clients that is in line with national RTO standards. This policy applies to all Fee For Service Students who agree to the payment terms of My Industry Training outlined in the enrolment form and this handbook. Note: a Fee For Service student is any concessional or non concessional student paying the standard course fee, i.e. you are not receiving a government funded place such as: Career Start, Career Boost, VETiS, apprenticeship or traineeship funding.

Payment Terms

- Where prices are updated, a date of effect will be identified.
- Course fees and payment plan may be negotiated with the CEO prior to enrolment.
- On-site course fees include: course fees, administration fees, unlimited phone and email support from trainer, workshops, site visits, compulsory course materials such as text books, workbooks and handouts.
- Correspondence course fees include: course fees, administration fees, unlimited phone and email support from trainer, compulsory course materials such as text books, workbooks and handouts.
- On-line course fees include: course fees, administration fees, unlimited phone and email support from trainer, electronic course materials such as text books, workbooks, handouts, PowerPoint's, video tutorials.
- Prices quoted do not include: Additional site visits or tutoring, internet costs, travel or parking costs, stationary and other consumables such as CD's, notebooks, printing paper, etc.
- For all clients deemed financially current, My Industry Training guarantees that it will provide the training and assessment agreed to in the Training Plan. My Industry Training reserves the right to withhold issuance of certificates or training and assessment services to a client in the event that the client has any outstanding invoice/s.
- Additional training or assessment services provided will be invoiced at $140 per hour.
- A replacement certificate or Statement of Attainment will be provided at a cost of $30. Note: a digital copy can be provided at no cost.
- MIT reserves the right to cancel scheduled workshops if a minimum group number is not achieved.
- Course fees for short courses will generally require upfront payment in advance. Course fees for Qualifications will generally consist of two components – an upfront payment and a payment plan.
- MIT reserves the right to hand unfinancial students over to a debt collecting agency

Upfront Payments

- The upfront payment amount may be nominated by the student. Minimum amount is $100. Maximum amount is $1500. Employers, job networks or other entities paying course fees on behalf of a student may pay all fees upfront if desired.
- Upfront amount should be paid by credit card, bank transfer, cheque or money order
- The RTO may require payment of fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed $1,500.
- Where a student wants to complete a qualification but cannot do so by the contract end date, an extension fee of $500 for each additional 6 months must be paid in order to continue training and assessment. Note: this is subject to the contract extension being approved. Payment plans are available.
- **Unfinancial Students:** Students/clients who fail to keep their financial account up to date (or fail to contact MIT to make alternate arrangements) may face the following consequences at the discretion of the My Industry Training CEO:
    - Loss of trainer support (no email or phone support)
    - No assessment marking
    - No further resources/units supplied
    - Practical Placement cancelled
    - Enrolment suspended
    - Enrolment cancelled
    - Loss of fees paid

Payment Plans

- In instances where a payment plan applies, payments must be made in instalments as detailed in a Payment Agreement or Direct Debit Form until the balance of course fees are paid.
- The payment plan preferences can be nominated by the student. Payment frequency may be weekly, fortnightly or monthly. Instalment amount may be nominated by the student so long as it is equal to or greater than the minimum - $25 per week or $50 per fortnight or $100 per month.
- No additional fees or interest will be applied to payment plans.
- Direct Debit Payment Plans:
    - Students must return a signed Payment Agreement (Direct Debit Form)
    - Direct debits will automatically cease once the balance is paid
    - A **dishonour fee** will apply where a direct debit payment fails to process.
- It is important that students/clients make contact with MIT if they are falling behind in their payment plan to discuss alternate arrangements. This may include being approved to defer a payment, using an alternate payment method, reducing payment amount or frequency, etc. Where students are experiencing financial hardship, the payment plan may be deferred for up to 3 months at the approval of the CEO.

Refund Terms

Unless you are legally entitled to one, a cooling off period does not apply to enrolments in short courses or qualifications. You have the right to cancel your enrolment at any time however refunds will be applied as detailed below:

Qualifications (Nationally Recognised and accredited programs)

- Where a student cancels their enrolment but has not commenced a qualification, a full refund will be provided. The student will be required to return all training materials provided at their expense. MIT reserves the right to withhold the refund until such materials are returned. If materials are not returned within 7 days, MIT will refund monies paid less the cost of training materials. A qualification is deemed to be commenced once you have received your course induction or your course commencement date has passed.
- Where a student cancels their enrolment but has commenced training, a refund will be provided for units not yet commenced. The first unit is deemed commenced once the course induction has been completed or it has been accessed within the student portal. Further units are deemed to be commenced based on: (correspondence students) assessments submitted for marking or if assessment support has been provided; (online students): the date you first access training or assessment resources for a unit. At the discretion of MIT management, commencement of units may be determined by a progress review. Refunds are calculated based on the following pricing structure:
    - Commencement of unit 1: $500
    - Commencement of unit 2 onwards: full course cost ÷ number of units in course = per unit cost.
- Refunds will not be provided to students who received a special or discounted rate.
- Refunds will not be provided to students whose contract end date has passed.
- Refunds will not be provided to students who have received an extension of their initial contract end date.
- A refund must be requested within 10 business days of cancelling an enrolment.

Workshop Bookings (face-to-face)

- a full refund will be provided if cancellation advice is received more than 7 days prior to the workshop.
- An admin fee 20% of workshop cost will be required where less than 7 days notice has been given.
- Full payment will be required where less than 2 days notice has been provided.
- In the event that MIT cancels a workshop, the student will be provided the option of a full refund or reschedule if applicable.

Non accredited short courses (online)

Refunds will not be provided. Requests to transfer an enrolment to another course or participant will be assessed on a case-by-case basis and if approved will attract a $50 administration fee.

Payments and Refunds – Government Funded Students

Policy Statement: My Industry Training will offer a fair system of payment and refund for all students and clients that is in line with national RTO standards and funding guidelines. This policy applies to all funded Students who agree to the payment terms of My Industry Training outlined in the enrolment form and this handbook. Note: funded student is any concessional or non concessional student receiving a funded or partially funded program. This includes: Career Start, Career Boost, VETiS, apprenticeship or traineeship funding.

General Payment Terms

- Where prices are updated, a date of effect will be identified.
- Course fees and payment plan may be negotiated with the CEO prior to enrolment.
- On-site course fees include: course fees, administration fees, unlimited phone and email support from trainer, workshops, site visits, compulsory course materials such as text books, workbooks and handouts.
- Correspondence course fees include: course fees, administration fees, unlimited phone and email support from trainer, compulsory course materials such as text books, workbooks and handouts.
- On-line course fees include: course fees, administration fees, unlimited phone and email support from trainer, electronic course materials such as text books, workbooks, handouts, PowerPoint's, video tutorials.
- Prices quoted do not include: Additional site visits or tutoring, internet costs, travel or parking costs, stationary and other consumables such as CD's, notebooks, printing paper, etc.
- For all clients deemed financially current, My Industry Training guarantees that it will provide the training and assessment agreed to in the Training Plan. My Industry Training reserves the right to withhold issuance of certificates or training and assessment services to a client in the event that the client has any outstanding invoice/s.
- Additional training or assessment services provided will be invoiced at $140 per hour.
- A replacement certificate or Statement of Attainment will be provided at a cost of $30. Note: a digital copy can be provided at no cost.
- MIT reserves the right to cancel scheduled workshops if a minimum group number is not achieved.
- MIT reserves the right to hand unfinancial students over to a debt collecting agency
- Course fees for short courses will generally require upfront payment in advance. Course fees for Qualifications will generally consist of two components – an upfront payment and a payment plan.

Additional Payment and Refund Terms: Career Start & Career Boost Funding:

- The QLD Government will pay a subsidy towards the cost of training. This is paid directly to the training provider.
- Students will pay a co-contribution fee to the training provider.
- Students will pay a lower co-contribution fee if they hold concessional status. Concessional status applies when:
    - The student holds a Health Care, Veteran or Pension Concession Card (or is a partner or dependent named on the card)
    - The student identifies as Aboriginal or Torres Strait Islander
    - The student has a disability
    - The student is an adult prisoner
- Students will receive full fee exemption if they fall into one of the following categories:
    - Skilling Queenslanders for Work or SQW participants
    - Specific fee-free training programs as announced by the Queensland Government
- Students are not charged for units receiving credit transfers.
- Students will receive one invoice. The invoice is to be paid as follows:
    - Upfront payment: Minimum $50 due prior to commencement. This must be received in order for your course to be released. If you prefer, you can pay all fees upfront – simply enter the amount you would like to pay on the enrolment form.
    - The balance (remaining fees) may be paid as follows:
        - Bank transfer, credit card, cheque or money order due within 7 days of commencement.
        - Direct debit payment plan (weekly, fortnightly or monthly payment plan).
- In the instance of cancellation, refunds are provided as follows:
    - Course not commenced: a full refund will be provided
    - Course commenced:
        - Units commenced or completed are non refundable.
        - Units not yet commenced are refundable.
- Refunds must be requested in writing and include account name, BSB and account number for refund to be issued to.
- Where a student wants to complete a qualification but cannot do so by the contract end date, an extension fee of $500 for each additional 6 months must be paid in order to continue training and assessment. Note: this is subject to the contract extension being approved. Payment plans are available.
- **Unfinancial Students:** Students/clients with an overdue account may face the following consequences at the discretion of the My Industry Training CEO:
    - Loss of trainer support (no email or phone support)
    - No assessment marking
    - No further resources/units supplied
    - Practical Placement cancelled
    - Enrolment suspended or cancelled
    - Loss of fees paid

Additional Payment and Refund Terms: VETiS (Career Ready) and School based Apprenticeships and Traineeships (SATs)

- Students pay no fee under VETiS funding
- No extension fees or refunds are applicable to VETiS students
- If at any point in your course you no longer meet the eligibility criteria (e.g. you move interstate or leave school) you will no longer be eligible to receive funding. Your contract will be changed to Fee for Service and standard course fees will apply for your remaining units or you will have the option to cancel your enrolment.
- SATs: If the individual converts from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply to Free Apprenticeships for under 25s.

Additional Payment and Refund Terms: Skilling Queenslanders for Work (SQW)

- Students pay no fee under SQW funding
- No extension fees or refunds are applicable to SQW students

Additional Payment and Refund Terms: Apprenticeships and Traineeships - Career Start

- Apprentices and trainees will pay a student contribution fee set at $1.60 per nominal hour. Nominal Hours are detailed in course outlines but may vary depending on the electives units selected. The exact nominal hours will be detailed in the Training Plan & Training Contract provided at the time of enrolment.
- Students will pay 40% of the contribution fee where they fall into one of the following concession exemption categories:
    - Was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and is not at school and has not completed year 12;
    - Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
    - Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependant, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
    - Identifies as Aboriginal or Torres Strait Islander.
- Students will pay no contribution fee where they fall into one of the following exemption categories:
    - Undertaking a Qualification as part of the Skilling Queenslanders for Work or SQW – Work Skills Traineeship program;
    - School-based apprenticeship or traineeship;

  - Specific fee-free training programs as announced by the Queensland Government;
  - Foundation skills – this training is fee-free.
  - Any individual who is eligible for a Government subsidy under the Free Apprenticeships for Under 25s initiative.
- Apprentices and trainees withdrawing or cancelling from their enrolment will receive a full refund for units not commenced & a 50% refund for units commenced but not completed.
- In the instance of cancellation, refunds are provided as follows:
  - Course not commenced: a full refund will be provided
  - Course commenced:
    - Units commenced or completed are non refundable.
    - Units not yet commenced are refundable.
- Extension fees are not applicable.

Recognition of Prior Learning and Credit Transfer

Policy Statement: MIT will offer RPL (Recognition of Prior Learning) or CT (Credit Transfer) to all students in accordance with National Standards and contractual requirements. This policy is to be applied for all students enrolled with My Industry Training

Communication: My Industry Training will provide clients and potential clients with information relating to RPL and CT:

- On enrolment forms prior to enrolment
- In the student handbook (available on request, or can be viewed on company website)
- Prio to enrolment as part of the pre-enrolment process
- While a current student through the provision of the Student RPL Guide on request

Credit Transfer (CT): Credit transfer can be awarded if the student has previously completed the same or an equivalent unit. Applications for credit transfer must be emailed accompanied with certified copies of qualifications/Statements of Attainment or Unique Student Identifier (USI) Transcript. Students will be advised of decision within 14 days.

Recognition of Prior Learning (RPL): Students should consider applying for RPL if they: have previously completed similar courses, workshops or seminars; or have experience in the workplace and can provide evidence of competence. RPL may be awarded for one or more units. Appeals against any RPL decisions must be lodged within 21 days. Prior to or at enrolment, the student must discuss RPL with the administration team to determine if RPL may be suitable for their situation. If student expresses interest in RPL, they may submit academic transcripts and a resume to gain an initial RPL assessment. Based on the initial evidence submitted we will provide a suggested course outline. If the student decides to proceed with RPL, the trainer will provide a copy of the Student RPL kit and explain the RPL process, including a suitable evidence portfolio. The process for gaining RPL is as follows:

1. Student must submit an RPL kit that includes a supporting evidence portfolio. Evidence portfolio may include: resume and position description; certified qualification or Statement of Attainment; work samples; and third party reports
2. Assessor will conduct a document review and advise if RPL can be approved. Assessor may contact the student to clarify previous experience, industry experience, currency, authenticity, etc.
3. Competency Conversation –The trainer may issue a bank of questions to be answered by the student. On receipt of responses, the assessor will conduct a competency conversation with the student to further discuss their responses and address any gaps.
4. Practical Assessment - Where required, the assessor (or an approved 3rd party) will conduct a practical observation (maybe on-site or in a simulated environment) with the student. Observations may cover the skill requirements of a unit and those competencies that the initial documentary review has failed to fully address.
5. Further steps - After completing steps 1-4, the assessor must determine whether sufficient evidence has been gathered to approve the RPL. If gaps exist, these may be addressed through flexible training and gap assessment. This may include a combination of written and verbal tasks depending on the extent of the gaps in competency identified. Alternatively it may be determined that RPL cannot be granted and the student is to be enrolled in the unit/s.

Enrolment

Policy Statement: My Industry Training will provide an efficient, thorough and accurate enrolment process when enrolling students. This policy applies to all students enrolled in a Nationally Recognised qualification, unit of competency or accredited course.

- To commence the enrolment process MIT must receive a completed enrolment form (may be done via online enrolment form, hard copy form, or over the phone)
- Those enrolling through MIT's online system will be able to pay by credit card. Alternatively, upon enrolment you will be issued an invoice for your chosen course. Simply follow the instructions on the invoice to make your upfront payment. Payment options include bank transfer, credit card, cheque or money order
- All students will be commenced within 21 days of receiving the enrolment form unless specific arrangements outside of this timeframe are requested by the student/employer and it is permissible under contract requirements.
- An MIT staff member will conduct a pre-enrolment interview to confirm personal and course related information and requirements, excluding VETiS programs.
- MIT will send a confirmation of enrolment email to confirm your enrolment. All requested documents/forms must be returned to MIT prior to your induction, excluding VETiS programs.
- Students will receive their course resources either at induction or prior to induction. Students should check their portfolio/online portal and verify that all items are accurate and all required resources are provided.
- Inductions may be arranged by phone or Skype meeting and will normally take between 30 – 60 minutes. For blended/classroom delivery students induction may be included as the first face-to-face session.
- The upfront payment must be received prior to induction (for more information see the payment and refund policy), excluding VETiS programs.
- The government requires that all students completing a Nationally Recognised qualification obtain a Unique Student Identifier (USI). This number will enable you to track all of your training over your lifetime through one central account. If a USI is not provided to My Industry Training your certificate cannot be issued. By accepting the terms and conditions of the enrolment form, you give permission for My Industry Training to create a USI on your behalf if one is not provided. To create a USI number yourself go to: www.usi.gov.au/ . If you already have a USI, you may be requested to log into your USI account and add My Industry Training through the "Provide your USI" link.

Training Plans

All students enrolled in a Nationally Recognised qualification will receive a Training Plan.

- The training plan will specify: the qualification name, all units enrolled in, start date for each unit, due date for each unit, mode of delivery and mode of assessment.
- Where applicable the training plan will also include a workshop schedule detailing any scheduled workshops, site visits or sessions.
- The student, the RTO and where applicable, the employer will be party to the Training Plan. This means that each party must be involved in the negotiation of the Training Plan and each party must sign and retain a copy of the Training Plan. It is imperative that a signed copy of the Training Plan be retained as the Department of Employment, Small Business and Training may require to view this should they conduct a spot audit.
- Course end date: Any student not able to complete their course by the course end date listed on their training plan must seek an extension in writing. Fees may apply.
- Unit due date: For some students the course is self-paced. This means the unit due dates listed are targets. If you do not meet the unit due dates on the training plan you do not need to seek an extension. For students on a traineeship or receiving study payments from Centrelink, you are obligated to complete the units in line with the unit due dates listed on your training plan. If you have not met a unit due date on your training plan, you must email your trainer to seek an extension prior to the due date, including a valid reason for requiring the extension.
- Training Plans will be reviewed periodically throughout a student's course.
- In the event that this qualification is superseded, My Industry Training reserves the right to inform the student and adjust the students course end date accordingly. This is in accordance with the guidelines set by the Australian Skills Quality Authority (ASQA). Students will be transitioned to the new qualification if the transition occurs within the students two year enrolment time frame

Flexible Learning

My Industry Training is committed to ensuring that every student can effectively participate in training. Every student has an obligation to disclose if flexible learning strategies may be required. The need for flexible learning strategies may be identified through:

- A Language, Literacy, Numeracy and Digital Literacy Test
- The enrolment form
- Discussions with MIT

- Flexible learning strategies may need to be considered for the following reasons:
  - The student has a physical or mental disability
  - The student has a learning difficulty
  - The student has a non-English speaking background
  - The student is geographically distant or lacks access to online systems
  - The student has significant life experience
  - The student has fluctuating work demands or rostered hours
  - The student or employer has specific preferences for training and assessment
  - The industry or workplace has unique or specific requirements
- Flexible learning strategies that may be implemented include:
  - Alternative training strategy, e.g. one-on-one, workshops, on-line, etc.
  - Alternative assessment strategy, e.g. written, verbal, use of scribe or interpreter, projects, evidence, observation, third party reports, simulations, case studies.
  - Altered training or assessment conditions, e.g. unit due dates to be negotiated, timeframes for completion, location of assessment.
- Ideally, flexible learning strategies should be discussed as part of the enrolment process, however, you may discuss flexible learning strategies at any time with an MIT staff member.

Student Support

Policy Statement: My Industry Training is committed to developing students in an environment that is supportive to their learning needs. MIT is able to assist participants whom experience learning difficulties, Language, Literacy, Numeracy or Digital **(LLND)** issues, or a disability.

- For their own benefit, students are encouraged to inform MIT of any: Learning difficulties; LLND issues; physical or mental disabilities. MIT will investigate flexible learning options and any external support options that may be appropriate.
- Prior to enrolment, all students must have their LLND level assessed. This will generally include the completion of an LLND test. Note: In some instances previous education achievements may be used in place of the LLND test.
- In the event that a LLND issue is identified, your trainer will contact you to discuss the following possible actions:
    - Commencing studies on a probationary basis, where your ability to effectively participate in the program is assessed throughout the first module.
    - Supervisor or third party to play an active role in assisting with training and assessment.
    - Draft copies of assessment to be submitted prior to assessment due date.
    - Additional study notes or resources to be provided.
    - Link to study buddy or other student support group.
    - Additional support sessions with trainer.
    - Referral to external support services such as:
        - www.interactivemathtutor.com
        - www.typingtest.com
        - www.tutorfinder.com.au
        - www.tutoringforexcellence.com.au
    - referral to Marist180 if any social issues such as loss of social network, unstable accommodation, family violence, low socio-economic, mental or other health issues, low LLND, etc.
- In the event that a student has been identified as having a physical or mental disability, MIT can work with the Skills Disability Support Service to provide additional support to assist in the learning process.
- If a student encounters any emotional or personal problems throughout their course, consider seeing a Doctor or speaking to the following external support services:
    - www.beyondblue.org.au - *depression*
    - Lifeline Australia – suicide prevention and crisis management
    - Alcohol and drugs council of Australia
    - www.relationships.com.au – abusive relationships
    - www.headspace.org.au – mental health issues for under 25's
- In the event that a student feels that their training environment is not supportive or appropriate, it should be reported to a senior staff member or in line with MIT's complaints and appeals policy.

Government Funding - Australia

The financial cost of many of My Industry Training's courses can be offset by the many government incentives and programs that are available. MIT's course flyers indicate whether a course is eligible for incentives. The Commonwealth Government and each State/Territory has a range of training related funded programs. Check their websites for more information. Below is a summary of some of the available incentives.

Centrelink support: Many of the qualifications offered by My Industry Training are Centrelink approved and you may be eligible to receive ongoing study support benefits while you study from home. If you are a single parent, on a carers pension, disability pension, NewStart allowance and several others, you may be eligible for the Pension Education Supplement and the Education Entry Payment. To find out if you're eligible for such payments review the Centrelink website or call Centrelink on 13 24 90 and ask about the above payments.

Apprenticeships and Traineeships – Australia

For apprenticeships and traineeships, an individual must be employed as an apprentice or trainee. This pathway is part of the Australian Apprenticeships system and requires all parties to sign an Apprenticeship and Traineeship Training Contract. My Industry Training may accept trainees or apprentices from anywhere in Australia. Each course outline will identify if a course is available through this pathway. For Australian apprenticeships and traineeships, standard course fees will apply. QLD participants may be eligible for reduced fees - see the Government Funding Queensland section for more details.

Employers of apprentices and trainees may be eligible to claim commencement and completion incentive payments or wage subsidies. See the Government Funding page on our website or refer to your apprenticeship centre for more information.
https://www.australianapprenticeships.gov.au/employers

Trainees and Apprentices may be eligible for financial assistance through:

- Direct payments to apprentices
- Trade Support Loans
- Living Away From Home Allowance
- Youth Allowance and ABSTUDY

The information provided is a guide only. See the Government Funding page on our website or refer to your apprenticeship centre for more information.
https://www.australianapprenticeships.gov.au/apprentices

Government Funding - Queensland

My Industry Training is an approved Skills Assure Supplier (SAS) of funded training to Queenslanders. Funding is across three different programs:

- Career Ready: VET in Schools (VETiS) funding, through one of the following pathways:
  - VETiS General Training: Funded Certificate 1 & 2 courses for Yr 10, 11 and 12 school students.
  - School based Apprenticeships and Traineeships (SATs)
- Career Start: Funded Certificate 3 courses, through one of the following pathways:
  - General Training: for Job seekers and those employed looking to improve their employment outcomes
  - Apprenticeships and Traineeships
- Career Boost: Funded Certificate IV and Diploma courses.

Important points:

- Students can only access funding through approved Skills Assure Suppliers (SAS) such as My Industry Training.
- Students who enrol in a subsidised course may be requested to complete a survey conducted by the Queensland Government.
- You must read this section of the handbook to understand eligibility requirements and when you will exhaust your eligibility for a funded place
- You must read the payment and refund section of this handbook to understand your obligations around payments and refunds.

VET in Schools (VETiS) – Career Ready – General Training - Queensland

The Queensland government will subsidise training costs for eligible students in Yr 10, 11 & 12 for approved qualifications listed on the Queensland Subsidised Training List.

Eligibility Criteria

To access a funded training place under VETiS 2026, in a general training pathway, a school student must:

- be a student enrolled in Years 10, 11 or 12 in a Queensland secondary school);
- not be an international secondary school exchange student;
- not have already completed a certificate I or II VETiS qualification funded by DTET;
- have a genuine interest in pursuing a post school vocational occupation.

Some important points to consider:

- Students are only eligible for one VETiS subsidised training place. Note: Using VETiS funding does not disqualify you from accessing funding for School Based Traineeships or qualifications funded under a different funding program such as Career Start or Career Boost.
- The completion of a VET qualification may contribute points towards your QCE. It is important to confirm through your schools VET coordinator how your selected course will contribute to your QCE. To qualify for points, you must complete your course by November 1 of Year 12.
- There are no fees for students who access their VETiS funding.
- If at any point in your course you no longer meet the eligibility criteria (e.g. you enrol in another funded course or move interstate) you will no longer be eligible to receive funding. You will be given the option to switch to standard course fees (for the remaining units) or withdraw from the course.

School Based Apprenticeships and Traineeships (SAT) – Career Ready - Queensland

As a School based Apprentice or Trainee, you can:

- Get paid to learn. This normally involves working for an employer 1 day (7.5hrs) per week. Trainees must complete 375hrs (50 days) of paid employment over each 12 month period.
- Commence/complete an approved qualification
- Complete your secondary school studies

The school, student, their parent/guardian, employer and training organisation will negotiate a schedule which outlines when the student is at school, work and training.

Eligibility

To be eligible to receive government subsidised training, the school based apprentice or trainee must:

- have entered into a Contract (training contract) for a qualification funded by DTET and be registered on DTET's training database, and;
- not have already completed or be enrolled in a SAT.

Some important points to consider:

- There are no student contribution fees for a SAT
- A student can only undertake two funded apprenticeship/traineeship qualifications across the suite of core programs: VETiS; Career Start and Career Boost, within a 10-year period. A SAT uses one of these entitlements.
- The completion of a SAT qualification may contribute points towards your QCE. It is important to confirm through your schools VET coordinator how your selected course will contribute to your QCE. To qualify for points, you must complete your course by November 1 of Year 12.

Career Start Funding – General Training - Queensland

Career Start provides Queenslanders with skills and support to start their career. The program funds training to help job seekers secure a job and supports those already employed to move into more skilled roles or full-time employment.

Career Start replaces funding previously available through the Certificate 3 Guarantee and User Choice programs.

Eligibility Criteria

To access a subsidised training place under Career Start, a student must meet the following criteria:

- aged 15 years or older
- not be a school student
- permanently reside in Queensland
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not already have a certificate III or higher qualification completed within the last 10 years (qualifications completed as a school student, and foundation skills qualifications don't count)
- not be enrolled in another qualification, even if it's on hold or deferred, whether funded by the Department of Trade, Employment and Training or not (foundation skills qualifications don't count).

Some important points to consider:

- Under Career Start, a student may access up to 2 subsidised training places through one of the following options:
  - a qualification in a certificate III under the general training pathway and an apprenticeship/traineeship, noting that if the apprenticeship/traineeship is done first, the student is no longer eligible to access a general training pathway qualification under Career Start; or
  - two apprenticeships/traineeships at either a certificate II or III level, including school-based apprenticeships and traineeships (SATs).
- A student cannot do 2 general training pathway qualifications under Career Start.
- Students should expect to contribute to the cost of their training through a student contribution fee. This fee is clearly detailed in the course outline and represents the total fee you can expect to pay.
- Students are not charged for units receiving credit transfers.

Career Start - Apprenticeship or traineeship pathway - Queensland

For apprenticeships and traineeships, an individual must be employed as a full time or part time apprentice or trainee.

Eligibility Criteria

To be eligible to receive government subsidised training, the apprentice or trainee must:

- have entered into a training contract for a qualification that is funded by the department and be registered on the department's systems
- if from overseas, have a visa allowing them to work in Australia
- not have already completed 2 apprenticeship/traineeship qualifications within the last 10 years. This includes school-based apprenticeships or traineeships.

Some important points to consider

- Under Career Start, a student may access up to 2 subsidised training places through one of the following options:
  - a qualification in a certificate III under the general training pathway and an apprenticeship/traineeship, noting that if the apprenticeship/traineeship is done first, the student is no longer eligible to access a general training pathway qualification under Career Start; or
  - two apprenticeships/traineeships at either a certificate II or III level, including school-based apprenticeships and traineeships (SATs).
- Apprentices and trainees will pay a student contribution fee set at $1.60 per nominal hour. Nominal Hours are detailed in course outlines but may vary depending on the electives units selected. The exact nominal hours and contribution fee will be detailed in your Training Plan & Training Contract provided at the time of enrolment. Students will pay 40% of the contribution fee where they fall into one of the following exemption categories:
  - The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
  - The participant provides us with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
  - The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.
- Students will pay no contribution fee where they fall into one of the following exemption categories:
  - The student is under 25 and in a Priority occupation
  - Where payment of the student contribution fee would cause extreme financial hardship.
  - Where credit transfer/national recognition has been applied to a unit of competency/module .
  - The participant is a school-based apprentice or trainee.

Career Boost Funding – Queensland

Career Boost will help Queenslanders to level-up at work, enabling them to grow their skills to existing or new roles, and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training.

Career Boost replaces funding previously available through the Higher Level Skills program.

Eligibility Criteria

To access a subsidised training place under Career Boost, a student must meet the following criteria:

- aged 15 years or older
- not be a school student
- permanently reside in Queensland
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not already have a certificate IV or higher qualification (including tertiary qualifications) completed within the last 10 years* (qualifications completed as a school student, and foundation skills qualifications don't count)
- not be enrolled in another qualification, even if it's on hold or deferred, whether funded by the Department of Trade, Employment and Training or not (foundation skills qualifications don't count).

Some important points to consider:

- Under Career Boost, a student may access either:
  - one subsidised training place in either a certificate IV, diploma or advanced diploma qualification under the general training pathway; or
  - a higher level apprenticeship/traineeship in a certificate IV or above.
- In addition, under Career Boost, students may access 2 subsidised skill sets in priority industries or sectors.
- Note: accessing Career Start funding will not impact your eligibility for Career Boost funding, with the exception of: If the individual has already accessed two apprenticeships/traineeships through a school based apprenticeship or traineeship (SAT) or Career Start within the last 10 years, they are not eligible to undertake an apprenticeship/traineeship under Career Boost.
- Students should expect to contribute to the cost of their training through a student contribution fee. This fee is clearly detailed in the course outline and represents the total fee you can expect to pay.
- Students are not charged for units receiving credit transfers.

Plagiarism and Artificial Intelligence

Plagiarism is the copying of another person's ideas, text, or other creative work, and presenting it as one's own. Plagiarism is considered cheating and may result in disciplinary action being taken. My Industry Training scans all submitted assessment with a plagiarism detector to ensure students are submitting authentic work. Plagiarism includes but is not limited to:

- Copying information directly from websites, journals, textbooks, etc without properly referencing the source.
- Gaining answers from other students
- Using Artificial Intelligence (AI)
- Using contract cheating services

Copying information directly from websites, journals, textbooks, etc without properly referencing the source.

To avoid plagiarism students are required to reference their sources. Referencing, or citing, means acknowledging the sources of information and ideas used in an assignment (e.g. essay or report).

This may include:

- paraphrasing (express someone else's idea in your own words)
- summarising (express someone else's idea concisely in your own words)
- quoting (express someone else's idea in their exact words)
- copying (reproduce a diagram, table or any other graphic)

For text books, journal articles, newspapers, etc, referencing should include:

- the author's or editor's family name (or organisation responsible). Do not include given names or initials
- the year of publication
- the title of the publication

For example: (Johnston, 2010, Communicating in the workplace).

For web based publications simply provide the URL address. For example:

(Source: www.communicatinginthe workplace/now/2010/office)

Gaining answers from other students

While we encourage a supportive environment in classroom and student online forums, gaining answers from other students is not acceptable. Students who share or sell their answers to other students are in breach of our code of conduct. Students who use another students answers in their own submissions will be in breach of the plagiarism policy. When interacting in online forums it is ok to provide guidance to other students, for example sharing webpages or resources that you found helpful.

Use of AI

Utilising AI tools such as ChatGPT and Bing to write assessment responses will not be accepted. Any AI-generated assessment submissions will be considered plagiarism, as it is not the student's own work and its original sources cannot be referenced.

Using contract cheating services

There are online cheating services that will provide assessment responses for a fee. This is considered plagiarism as you are using someone else's work. When students use contract cheating services, they may be exposing themselves to criminals. Operators of contract cheating services often request students' personal details which could potentially open students up to the risk of blackmail, identity theft, extortion or cyber-attacks. Research shows that the operators of cheating services may threaten to inform prospective employers about a student's cheating unless the student pays the operator a large sum of money.

Disciplinary Action

Plagiarism is a serious offence in the education environment. Disciplinary action may be taken where plagiarism is detected. Action may include:

- Counselling to confirm plagiarism requirements
- Assessment being marked as not yet competent
- Request to resubmit assessment
- For repeat occurrences MIT may cancel a student's enrolment

Assessment

Policy Statement: MIT is committed to providing an efficient assessment process for students that ensures accurate student records and efficient assessment feedback. This policy applies to all students enrolled in a Nationally Recognised qualification, unit of competency or accredited course.

Completing a unit of assessment

Assessment requirements for each unit are outlined in:

- Correspondence students: the Unit Assessment sheet.
- Online Students: the Learning Plan and assessment overview sections of the student portal

Assessment methods may include: textbook or workbook activities, written questions, case studies, projects, evidence portfolio, role plays, practical tests, observations, verbal questioning. Tips for completing a unit of assessment are:

- Do the learning first. This may include readings, webinars, and learning activities. This will provide the foundation knowledge to go on to the required assessment
- Ask questions and gain feedback on learning and assessment by: using the student portal message feature or email queries to: student@MITeducation.com.au. Enter your name and the unit code on the subject line of the email.

Competency Based Assessment

To complete a unit of competency students will be assessed in terms of being able to meet the unit requirements to industry standards. If sufficient evidence is gained to support this, a judgement of Competent (C) will be made. If there is not sufficient evidence to support this, a resubmission request will be forwarded. Students are permitted up to three resubmits. If at that point there is not sufficient evidence to award a Competent result, an outcome of Not Yet Competent (NYC) will be made.

Submission of Assessments

- Online students will upload assessment to their portal and click on the submit button
- Correspondence students will email assessment to student@MITeducation.com.au. If you are submitting a large file or more than one file, please put them into a zip folder before attaching. Alternatively assessments may be posted to MIT's postal address (PO Box 5830 Manly QLD 4179), or handed in person to the student's trainer.
- Students must keep a copy of all submitted work as MIT accepts no liability for lost or destroyed work
- Incomplete forms and assessments will be returned to the student for resubmission
- Handwritten assessments and Faxes will not be accepted

Assessment outcome and feedback

- Assessment will be marked within 7 working days of assessment submission date or within contract timeframes (whichever is the sooner).
- Assessment outcome and feedback will be provided to student via email or in the student portal within 7 working days of assessment submission date.
- Students and employers (where applicable) may request a progress update at any time. A progress report will be provided by MIT within 24 hours.
- If a student disagrees with an assessment outcome they may appeal the decision. To appeal a decision students should follow the complaints and appeals policy. Appeals must be submitted with 21 days of the qualification being issued.

Additional Requirements for Apprentices and Trainees

The Training Record Book must be kept up to date and should be available onsite should the responsible government department conduct a file audit.

Practical Placements

Many of our courses require a practical component to be completed. If you are not currently working in a relevant job role, then you may need to complete a practical Placement. Refer to the course outline for specific details regarding your course or contact an MIT staff member if any clarification is needed. Many of our students gain employment through their placement, so put your best foot forward and try to impress! Below are some important points on practical placements:

- Upon enrolment you must confirm whether a practical placement is required.
- You may be able to count hours worked (paid or unpaid) within the last 12 months towards your required practical placement hours. Acceptance of previous hours are on a case-by-case basis. Check with your trainer for more details.
- A Vocational Placement Agreement must be signed and returned to MIT before a placement commences.
- Placements can be completed at any time during your enrolment and may be part-time or full-time arrangements. The exact days/times of your placement should be negotiated with your placement person when completing the Vocational Placement Agreement.
- Placement arrangements can be made by the student or if requested, MIT will find one placement on your behalf.
- The theory component of at least two units must be completed before MIT will arrange a placement for a student.
- All relevant forms (such as observation checklists) must be returned on the completion of a placement.
- MIT publishes a Vocational Placement Guide for students. This guide has valuable information to help students prepare and get the most from their placement.
- MIT publishes a Vocational Placement Guide for Employers. On receipt of the Vocational Placement Agreement, the guide will be forwarded to the placement person.
- MIT maintains relevant insurance for our vocational placement students. A certificate of currency can be forwarded to employers on request.
- If working with children is a part of your placement, you will need a Working With Children Check (also known as police check or Blue Card depending on your State). See our website for relevant links in your State.
- MIT's Code of Conduct applies while undertaking a placement. Placement students are also expected to follow the policies and procedures of the placement organisation and should be prepared to complete an induction when commencing their placement.

Extensions and Cancellations

Policy Statement: The RTO provides all clients with clear and fair guidelines regarding mandatory progress, extension of timeframes for qualifications/units and the cancellation of qualifications or workshops. This policy applies to all students enrolled in a Nationally Recognised qualification, unit of competency or accredited course.

Extensions

- Note: the rules for a course extension and a unit due date extension are different.
- Unit due date: For some students the course is self-paced. This means the unit due dates listed are targets. If you do not meet the unit due dates on the training plan you do not need to seek an extension (provided you are meeting the mandatory progress requirements). For students on a traineeship or receiving study benefits from Centrelink, you are obligated to complete the units in line with the unit due dates listed on your training plan. If you have not met a unit due date on your training plan, you must email your trainer to seek an extension prior to the due date, including a valid reason for requiring the extension.
- A student may request an extension to their course end date by submitting a request in writing/email. Fees may apply for a course extension.
- Where a student is seeking an extension of an apprenticeship or traineeship, an extension of nominal term form will need to be completed. This form can be accessed from www.apprenticeshipsinfo.qld.gov.au
- An extension may be approved on the following grounds: medical illness, approved leave, personal reasons, work related issues, or other issues deemed acceptable by the RTO
- The timeframe of an extension is to be negotiated on a case-by-case basis between the student and My Industry Training. MIT will ensure that the extension provided represents a realistic and achievable date
- Students may refer to the complaints and appeals policy should they wish to appeal an extension decision
- Any extension requests that fall outside of the parameters listed above must be referred to the Director for an approval decision.
- The RTO may investigate an extension request to confirm any facts surrounding the request

Cancellations

- Unless you are legally entitled to one, a cooling off period does not apply to enrolments in short courses or qualifications. You have the right to cancel your enrolment at any time. If you cancel prior to commencing your course a full refund will be provided. Commencement fees may apply once you have commenced your course. Refer to the payment and refund section for more details.
- A student seeking to cancel their enrolment in a workshop or qualification must do so in writing or by sending an email.
- Where a student (or their employer) is seeking to cancel an apprenticeship or traineeship, a DET cancellation form will need to be completed and submitted. This form can be located at www.apprenticeshipsinfo.qld.gov.au/information-resources/forms.html.
- Please refer to the payment and refund policy regarding refunds
- While every effort will be made to ensure early advice is provided to clients regarding changed workshops, MIT reserves the right to cancel or reschedule a workshop at any time prior to the workshop start date. Clients will be advised by email of any workshop cancellation or reschedule. MIT will not be held liable for any losses incurred.
- MIT may cancel the enrolment of any student. Any student being cancelled will be advised in writing the circumstances surrounding their cancellation. MIT may cancel a student's enrolment for the following reasons: breach of the code of conduct, breach of disciplinary policy, contract end date has expired, failure to progress, uncontactable (for a period of more than 3 months), unfinancial or any other reason deemed acceptable by the Director. Where My Industry Training cancels a student's enrolment, the payment and refund policy will apply. A Statement of Attainment will be issued for any units successfully completed.

Mandatory Progress

Centrelink Education Supplement

Students receiving the education supplement through Centrelink (or other study related payments) are expected to progress in line with their Training Plan. MIT regularly reports to Centrelink the progress of our students. Centrelink may apply penalties such as recouping paid education allowances where a student does not progress in-line with their training plan.

Self Paced Students

- While there are no set due dates (just target due dates) for students enrolled in a self-paced course, all students are expected to submit assessments and make reasonable course progress.
- Any student who submits no assessments for 3 months or more, may be at risk of receiving a “failure to progress” email.
- Upon receipt of a failure to progress email, students will generally have 1 month to rectify the situation or contact MIT to discuss their specific circumstances.
- Students who do not submit an assessment or communicate valid circumstances within 1 month of receiving a failure to progress email may have their enrolment status reviewed. The possible consequences include enrolment suspended or cancelled.

Obligations of the Employer/Supervisor

In an apprenticeship or traineeship, the role of a supervisor involves a number of activities designed to assist students in meeting their learning objectives.

These include:

- Liaising with trainers/assessors to monitor the learner's progress
- Advising MIT if extensions, cancellations or any contract changes are required
- Advising MIT if a learner cannot attend a workshop
- Instructing learners on-the-job and supporting learners in their learning where self-paced materials are used
- Developing learners' skills through guiding their practice in the workplace
- Ensuring that the learners are withdrawn from routine / productive work for the purpose of accessing structured training and assessment for the government specified number of hours per week (generally 3 hrs per week for trainees)
- Arranging for other staff to coach the learners
- Directly supervising learners
- Organising opportunities for learners to learn a range of skills
- Checking or assessing whether learners have mastered those skills
- If learners go to training off-the-job, linking knowledge the learners gain in off-the-job training with practice in the workplace
- Allowing learners the opportunity to spend time during working hours to develop their skills
- Motivating and encouraging skill development
- Providing leadership and guidance to the learner
- Increasing the learner's self esteem
- Helping learners to think and problem-solve for themselves
- Responding to information requests:
    - Employer Resource Assessments (ERA) – conducted every 3 months. Confirming the trainee/apprentice has the required supervision, resources and range of tasks and advising any changes to their job role.
    - Training Record Book – to be signed on the completion of each module. This Confirms that the student's on the job performance meets the industry standards related to the module and the employer agrees that the module is completed.

Note: If you are supervising a student who is completing their practical placement, please request the Vocational Placement Guide – placement person from an MIT staff member.

Completing a Qualification

Policy Statement: MIT will issue qualifications and Statements of Attainment that comply with all contractual, AQF and National Standards within 21 days of date of completion. This policy applies to all students enrolled in a Nationally Recognised qualification, unit of competency or accredited course.

When a student has been assessed as competent in all units they are enrolled in, the completion process is to commence

- The completion phone call - the employer (if applicable) will be contacted by phone or face-to-face to discuss completion. If student is not employer sponsored, the student will be contacted. Information to be discussed will include:
    - If there are any outcomes or learning objectives that have not yet been achieved. Additional training may be negotiated.
    - Confirmation of a completion date
    - Confirmation of email address to send the certificate
- The completion email - email includes a Learner survey and employer survey (if applicable). For students undertaking a traineeship or apprenticeship a completion form is also required to be completed and returned.
- The students file will undergo an internal audit to ensure all assessment and forms have been completed.
- A certificate will be issued within 21 days of the agreed completion date.
    - My Industry Training reserves the right to withhold issuance of certificates to a client in the event that the client has any outstanding invoice/s (with the exception of apprentices and trainees).
- Note: qualifications are updated by the authorised government agency from time-to-time (normally every 3 - 6 years). It is the student's responsibility to maintain the most current qualification. Any costs associated with upgrading to a newer version of a qualification are the responsibility of the student. Following completion, My Industry Training may contact students with offers to complete a newer version of the qualification as they become available. My Industry Training will normally develop a "gap assessment" so that you do not need to redo the whole qualification in order to maintain your currency.

Legislation

Registered Training Organisations are also required to adhere to a standards framework contained within the *RTO standards 2025*. These standards are endorsed as Commonwealth Regulation and are enforced by the Australian Standards Quality Authority (ASQA).

You may refer to the following Acts for further information regarding your rights and responsibilities as a student. By enrolling with My Industry Training, all students are agreeing to be governed by Queensland Laws and are subject to the Jurisdiction of the Queensland courts, unless Commonwealth law precedence apply. Mechanisms for compliance with all acts listed below are embedded within the policies described in this handbook.

- *The Vocational Education and Training Act 2012 (QLD)*
- *Further Education and Training Act 2014 (QLD)*
- *The Privacy Act 1988 (Cwlth)*
- *The Information Privacy Act 2009*
- *The Copyright Act 1968 (Cwlth)*
- *the Anti discrimination Act 1991 (QLD)*
- *the Work Health and Safety Act 2011 (QLD)*
- *the Fair Trading Act 1989 (QLD)*
- *Competition and consumer Act 2010 (Cwlth) (Australian Consumer Law)*

In addition to your rights and responsibilities detailed in the above acts, MIT guarantees that for all financially current students you can expect that:

- My Industry Training will provide the product and services detailed in the course outline.
- The quality of the training and assessment will comply with the regulated RTO standards
- A compliant qualification/statement of attainment will be issued within 21 days of successful course completion
- Should My Industry Training cease to operate:
    - a refund will be provided in line with our payment and refund policy
    - a statement will be provided for any units already completed
    - all progress data will be forwarded to the national regulator