



## PARTICIPANT HANDBOOK



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RTO Provider: 30146

## WELCOME



On behalf of myself, and the rest of MRWED team, I would like to welcome you to your MRWED Training Program.

This handbook contains a range of information, which we have deemed to be particularly relevant to your training. If there is any information you require, which is not addressed in this handbook, please contact our Client Services Team and we'll be more than happy to assist.

As a MRWED participant, you can expect to encounter an enthusiastic training team, a dedicated support team and a wider organisation committed to providing a consistently high quality service. The MRWED team is motivated to supporting each of our clients, so please don't hesitate to contact us if you need advice or assistance.

We hope at the end of your training, you'll leave us with a qualification, which is much more than just a piece of paper. Instead, we hope you'll leave with a collection of real skills you can use within your industry and an ethos that supports a fun and engaging learning experience.

Yours in training!

A handwritten signature in black ink, appearing to read 'Marc Ratcliffe'.

Marc Ratcliffe

CEO, MRWED Training and Assessment

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## 1. INTRODUCTION

### 1.1 About MRWED

MRWED Training and Assessment is Australia's leading provider of Trainer Training. Currently the organisation services Australia through dedicated Training Centres in Brisbane, Sydney, Melbourne, Adelaide and Newcastle. It conducts regular training internationally throughout Asia, Africa and North America.

Since 2000, MRWED has delivered more than 1200 public courses and conducted hundreds of customised programs for corporate clients. Additionally, the organisation strongly supports the development of self-paced learners through progressive RPL programs, Correspondence Study and Online Learning backed by a dedicated Learner Success Team. To date, over 22,000 participants have successfully completed a MRWED learning program.

MRWED delivers courses which support the growth of Learning and Development professionals through all stages of their career from those beginning their journey as trainers and assessors, senior trainers and assessors through to those holding more senior positions such as training managers and RTO manager. We deliver this via our popular Certificate IV programs; Training and Assessment (TAE40110) and Leadership and Management (BSB42015) as well as Diplomas of Vocational Education and Training (TAE50111) and Training Design and Development (TAE50211) and a range of non-accredited workshops and webinars. MRWED are also the exclusive Australian Licensee for Bob Pike's Train-the-Trainer Boot Camp, the world's most respected train-the-trainer program, which has now had more than 100,000 attendees globally.

### 1.2 Registered Training Organisation (RTO)

Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

While RTOs are diverse, ranging from private training companies (such as MRWED) to schools, TAFEs and adult community education colleges, they are all eligible to deliver nationally recognised training and issue the qualification/s listed on their scope of registration.

RTOs are recognised as providers of high quality, nationally recognised training, leading to qualifications, which are highly valued by employers and sought after by those developing their career.

### 1.3 How MRWED operates

MRWED specialises in the delivery of both public and client contextualised training programs. Since 2000, MRWED has delivered more than 1200 public courses and conducted hundreds of customised programs for corporate clients. Additionally, the organisation strongly supports the development of self-paced learners through progressive RPL programs, Correspondence Study and Online Learning backed by a dedicated Learner Success Team. To date, over 22,000 participants have successfully completed MRWED learning programs. For our public courses, MRWED has dedicated Training Centres in Brisbane, Sydney, Melbourne and Adelaide.

All MRWED participants have direct access to our Learner Success Team (via email or phone) to assist them with any queries they may have whilst completing their training.

## 2. MRWED PERSONNEL

As a MRWED participant, you will have access to the following key personnel from within the MRWED team:

### 2.1 Client Services Team

The Client Services Team are MRWED’s nominated customer support section and should therefore be the first point of call for participants who are seeking advice or direction regarding anything other than specific course content / assessment queries, which should be directed to the Learner Success Team. If in doubt, contact the Client Services Team on 1800 287 246, and they will direct your inquiry. To learn more about our Client Services Team visit: [www.mrwed.edu.au/support-staff](http://www.mrwed.edu.au/support-staff)

### 2.2 Learner Success Team

The Learner Success Team is MRWED’s nominated participant support and should be the first point of call for MRWED participants having specific course content / assessment queries. It is a commitment of MRWED that once participants become part of the MRWED community through their enrolment and completion of their selected MRWED learning program, that MRWED will be there to support them throughout their training and assessment life. If, as a participant, you are ever uncertain whom you should contact, please contact the Client Services Team and they will direct your query.

### 2.3 MRWED Learning Leaders

MRWED draws on its pool of experienced Learning Leaders, all of whom have been through an exhaustive selection process in order to determine those trainers who may be trusted to maintain MRWED's high level of delivery service. To learn more about our Learning Leaders visit: [www.mrwed.edu.au/trainers](http://www.mrwed.edu.au/trainers)

### 2.4 MRWED Contact Details

Address: PO Box 325, Caboolture QLD 4510, Australia

Phone: 1800 287 246

Email: [contactus@mrwed.edu.au](mailto:contactus@mrwed.edu.au)

Website: [www.mrwed.edu.au](http://www.mrwed.edu.au)

### 2.5 MRWED Training and Assessment Centres

<b>SYDNEY*</b>  Suite 302, 451 Pitt St “Manning Building” Sydney NSW 2000	<b>BRISBANE*</b>  Ground Floor 127 Creek St “Pipe Networks House” Brisbane QLD 4000
<b>MELBOURNE*</b>  Suite 3, Level 11 276 Flinders St Melbourne VIC 3000	<b>ADELAIDE*</b>  Level 7 90 King William Street “Extrastaff House” Adelaide SA 5000

\* Note; please contact our Head Office on 1800 287 246 or [contactus@mrwed.edu.au](mailto:contactus@mrwed.edu.au) for all communication as this is a training centre only.

### 3. MANAGEMENT AND ADMINISTRATION

#### 3.1 Legislative Requirements

MRWED complies with all relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including (but not limited to):

- National Vocational Education and Training Regulator Act 2011;
- Work Health and Safety Act 2011;
- Anti-Discrimination Act 1991;
- Privacy Act 1988;
- Copyright Act 1968; and
- Children and Young Persons (Care and Protection) Act 2008.

MRWED operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into MRWED policies and procedures.

#### 3.2 Work Health and Safety

MRWED is committed to providing a safe work place and learning environment for MRWED personnel and participants. MRWED ensures strict compliance with workplace health and safety legislation by educating all personnel during their induction process and by ensuring trainers incorporate WHS considerations when planning and delivering training and when undertaking assessments.

MRWED expects all personnel and participants to accept responsibility for a safe work / learning environment. Personnel and participants are expected to follow a set of safety standards, which are clearly outlined in the personnel induction process and at the commencement of each face-to-face course. These standards are designed to:

- Prevent accidents and ill health caused by work / learning conditions;
- Protect from any health hazard which may arise out of work or conditions in which work / learning is carried out; and
- Maintain a workplace environment designed to satisfy needs for safety, health and wellbeing at work / study.

These standards, and this policy, provides for the following process:

- Establishing and maintaining work / learning practices which are safe, and which minimise risk to health;
- Allowing all levels of MRWED personnel to be responsible and accountable for minimising the potential for workplace injury to, and illness of, themselves and participants within their area of responsibility, and where possible, mitigate the risk.
- Ensuring participants are advised of the WHS requirements of their training programs and supervised accordingly.
- Ensuring the provision of appropriate instruction, information and training for MRWED personnel and participants.
- Training, placing and supervising all personnel to enable the safe performance of work / learning duties; and
- Developing and implementing preventative strategies which include workplace and job design, the identification of hazards in the workplace / learning environment and taking appropriate remedial action to control any hazards.

Any reports of sickness, accidents or workplace incidents, whether MRWED personnel or participant-related, are to be recorded on an incident report and forwarded to MRWED's CEO.

### 3.3 Equal Employment Opportunity and Anti-Discrimination

MRWED is committed to Equal Employment Opportunity (EEO) and Anti-Discrimination concepts and legislation.

MRWED strives for an equal environment, based solely on merit, in an effort to ensure the absence of discrimination on the grounds of a person's race, colour, language, ethnicity, political or religious convictions, gender, marital status, impairment, age, family responsibility, family status, etc.

This equality ethos is designed to actively contribute to an enjoyable, challenging, involving, harmonious work and training environment, where each individual has the opportunity to progress to the full extent of their ability.

MRWED is aware of EEO and Anti-Discrimination principles and practices, as they apply specifically to education and training, and will subsequently observe the following points:

- Characters (and their names) used in case studies, exercises and examples must be free from stereotypes and likelihood to cause offence;
- Material and trainers must discourage and prevent polarisation of participants;
- Training program content, processes and/or activities must include all participants and avoid giving an advantage to any one individual or group over another;
- Verbal and non-verbal language must be non-discriminatory;
- Humour must be non-discriminatory; and
- Training Program materials such as session plans, videos, handouts, graphics, cartoons, computer screens must be non-discriminatory and unlikely to offend.

Where a participant has an impairment which may preclude him/her from successfully completing a MRWED course and presenting for competency assessment, MRWED will endeavour to counsel the person and provide, where possible, a pathway whereby they are able to undertake remedial work in order to successfully apply for inclusion into the course in the future.

### 3.4 Workplace Harassment

It is the policy of MRWED to provide a work and training environment that is free from all forms of harassment and intimidation. MRWED is also committed to uphold State and Commonwealth laws pertaining to harassment and EEO.

Harassment, bullying or discrimination against MRWED personnel or participants by any person under MRWED's responsibility, is unacceptable and will not be tolerated. MRWED recognises the rights of all personnel and participants to work and learn in an environment free from harassment, bullying and unlawful discrimination.

Harassment is defined as behaviour, which is directed at an individual, or group, which is:

- Offensive, belittling, humiliating, intimidating or threatening
- Unwelcome and unsolicited
- Is of the type which:
  - Is usually unreciprocated
  - Can usually be expected to be repeated
  - Makes the work or study environment unpleasant, humiliating or intimidating for the individual or group
  - Can make it difficult for effective work or study to be done



- When a requirement, which is the same for everyone, has an unfair effect on some people because of an attribute, such as race, pregnancy, gender, disability (indirect discrimination)
- Perhaps sexual in nature or based on gender, race, disability or sexual preference.

It is expected that all MRWED personnel and course participants will comply with this policy.

The various legal acts involved in harassment and discrimination makes it an offence if a person engages in unwelcome conduct in relation to the person harassed, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed, would be offended, humiliated or intimidated.

MRWED's (vicarious) liability for workplace harassment is minimised by virtue of the following enactments by MRWED:

- Establishment of an effective complaints procedure;
- A guarantee provided to treat all complaints seriously and promptly;
- Provided assurances that appropriate action will be taken to address and resolve any complaints, and
- Monitoring of the workplace / learning environment and culture.

Any concerns or complaints relating to harassment should be directed through the appropriate channels outlined in section 8 - Complaints and Appeals.

### **3.5 Records Management and Document Control**

MRWED uses various AVETMISS-compliant databases to maintain up-to-date and accurate participant records. These records include client details and contact information, fees collected and any refunds given, as well as participant details and contact information, enrolment, attendance, academic results / performance and post-course progress details.

All documentation and records are maintained in a readily identifiable and retrievable format, using suitable facilities to recognise deterioration and damage and therefore the prevention of loss. Backup of media is conducted on a regular basis and held in a secure location.

Document control involves both hardcopy and electronic media. All documents carry a version number, date and document owner.

### **3.6 Storage / Record Retention**

MRWED is committed to the safeguarding of all MRWED files and records, in particular, participant records. Electronic records, including participant files, are secured and regularly backed up. Hard copy participant files, whether current or archived, are kept within lockable filing cabinets, accessible only by authorised MRWED personnel. A participant may access their personal records at any time under MRWED supervision.

Full hard copy participant files are retained for a period of 6 months after the participant has completed or withdrawn from their course. At this point, soft copies of the participants record of attainment of units of competency and qualifications will be kept for a period of 30 years after the participant has completed or withdrawn from their course.

### 3.7 Privacy Policy

The definition of “personal information” is found in Section 6(1) of the Privacy Act 1988: *“personal information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.”*

In compliance with statutory requirements, MRWED Training and Assessment gathers personal information to maintain accurate records on participant details undertaking study with us. The confidentiality of participant information and records is maintained at all times. MRWED ensures that, except as required under ASQA data reporting (Data Provision Requirement (DPR) 7 of the Data Provision Requirements 2012) or by law, information about MRWED personnel and participants will not be disclosed to a third party without their appropriate written permission.

MRWED recognises, at times, participants’ records may need to be released to relevant government departments for the purpose of participant and/or provider monitoring and audit. Participants are informed of this requirement prior to enrolment with MRWED, and their signed declaration of their knowledge of this requirement is retained on file (i.e. Participant Enrolment Form within participant file).

As a participant on a course with MRWED Training and Assessment, the participant at all times will have access to their current records, and personal information.

### 3.8 Media Consent

By registering for an event, you agree that MRWED may take photographs and film footage of you at the event, and may use the photographs and/or film footage for MRWED promotional and/or commercial purposes, including for use on the MRWED website or social media sites. You agree that filmed material may be reproduced for those purposes, as film, audio or written quotation.

The photographs and footage will be used by MRWED only and will not be released to any external parties. You accept the risk that photographs and/or film footage of you may be lifted off the MRWED website or taken from a MRWED brochure or other publication, and reproduced on Facebook or other web sites or elsewhere, or otherwise communicated or made available to the public or sections.

Should you not wish to have your photo used in any MRWED marketing material or published on our websites please contact the Client Services Manager via phone 1800287246 or email [contactus@mrwed.edu.au](mailto:contactus@mrwed.edu.au)

## 4. ENROLMENTS, FEES AND REFUND POLICIES

MRWED Training and Assessment is committed to delivering the highest quality training and assessment services at competitive pricing. We have adopted the following policies so that we can maintain competitive pricing for all MRWED participants.

### 4.1 Unique Student Identifier

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI).

Your USI will be made up of a combination of 10 letters and numbers. For example: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. For more information on your USI you can visit

<http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueStudentIdentifierForVET/Pages/default.aspx>

### Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [usi.gov.au](http://usi.gov.au) for more information.

## How to get a USI

It is free and easy for you to create your own USI online.

## How to create your USI

The following steps show how you can create a USI:

Have at least one and preferably two forms of ID ready from the list below:

- Driver's License
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

Go to <https://www.usi.gov.au> and select 'Create my USI' from the Student category list and follow the prompts.

**IMPORTANT:** To make sure all of your training records are kept together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this:

3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

## 4.2 Application and Enrolment

Before students are formally enrolled into a MRWED course under the TAE Training Package, they must first complete the application process. Acknowledgement of received applications will be sent to the applicant in the form of an email invitation to book an application phone interview. During this interview, a MRWED Course Advisor will discuss the individual learner's needs, previous experience, study preferences, access to practice site/s and confirm that any entry requirements are met. We will work with the learner to develop an appropriate learning and assessment plan considering these key items.

Upon completion of the application interview, applicants will be emailed a copy of their Learning Journey which encases the information discussed at the interview, along with a MRWED Course Acceptance Letter. The MRWED Course Acceptance Letter is to be completed, signed and dated by the applicant to confirm their agreement to the Learning Journey discussed and the relevant Terms and Conditions aligning with their chosen program. If an applicant's employer is funding the program, an authorised contact from the organisation must also sign and date the MRWED Course Acceptance Letter to confirm that MRWED can invoice the organisation for the course fees detailed in the Learning Journey.

Upon return of the completed MRWED Course Acceptance Letter, the Client Services Team will process the enrolment where the student will then be sent all relevant confirmation emails for their chosen training. Face to Face students will receive a Course Commencement Letter detailing their training schedule, along with access to their MRWED Online account to complete their assessment tasks. Students undertaking training entirely Online will be sent access to their MRWED Online account when their enrolment has been processed.

Those applying for Recognition of Prior Learning (RPL) as part of their Learning Journey are encouraged to submit their portfolio of evidence for assessment once their MRWED Course Acceptance Letter has been processed. Those applying for full RPL who are not anticipating any need for gap training, will be emailed a Student Commencement Letter upon processing their enrolment which invites them to submit their portfolio of evidence if they have not done so already.

Student enrolments coordinated under a company arrangement may have their progress and completion reported to their employer when the employee has completed and signed a "Third Party Release of Information" form.

MRWED may offer qualifications that do not fall under the TAE Training Package and therefore are not required to complete this Application process prior to enrolment into the course.

## 4.3 Invoicing and Payments

Invoices are raised when the application and enrolment process is finalised as detailed in section 4.2 and will be sent to the appropriate recipient over-night.

Self-funding student's fees are due 7 days after invoice.

Self-funding student's fees that exceed \$1,500 are due in two equal instalments, with the first instalment to reach only a maximum of \$1,500. The first instalment is due 7 days after invoice and the second instalment due 90 days after invoice.

Students wishing to spread their studies over a longer time period or who only need to complete part of a qualification, may apply for individual Units or Clusters. The cost of completing an entire qualification by this method is greater than an application for a full course.

Businesses, agencies and Government Departments will be offered payment terms of 30 days from date of invoice, unless a separate Agreement has been made with MRWED Training and Assessment. Fees are due in full with no instalments available.

Failure to make payment by due dates may result in:

- Removal of student's access to online training system
- Cancellation of student's scheduled Face-to-Face Training
- Cancellation of enrolment and non-issuance of qualification

#### **4.4 Payment Plan**

Payment plans are available to spread the cost of training for self-funded students over six or twelve months. All Payment Plans incur an Establishment Fee of \$300 plus GST. Six-month plans incur Administration Fees of \$120 plus GST and twelve months plans Administration Fees of \$240 plus GST. No Interest is charged on payment plans.

Students are encouraged to request a payment plan at the time of application, however, these can be entered into at a later date should circumstances change.

#### **4.5 Participant Changes**

MRWED understands that because of the dynamics of business and work environments work roles sometimes change and an organisation might want to change the staff member who is participating in a MRWED course after their staff member has submitted their application. A written request to MRWED identifying a change in the name of the participant being enrolled is permitted without any additional fees being incurred only if the request is made before the commencement of any training. Additionally, a completed Application Form for the replacement participant will need to be submitted at the time the substitution is requested and they must finalise the full application process before commencing training.

#### **4.6 Course Changes**

MRWED understands that because of changing work obligations, health problems, and other reasons our participants sometimes need to make changes to their planned course of study. Such changes might include changing enrolment from online or correspondence study to a face-to-face course or changing the date they will attend a face-to-face course. If a participant wishes to change their course delivery method or their course date, then they need to advise MRWED via email so there is written record of the request.

The MRWED full course fees are designed to be all inclusive, therefore changes to a participant's course of study or method of study to a lesser or same value will not incur any additional fees.

If a participant is changing their enrolment to a course with a higher course cost than the course fees they originally paid, they will be charged the difference in price. Alternatively, if they change to a course which has a lower price a participant may be entitled to a refund of the difference.

MRWED asks that Face to Face participants notify of any impending changes to their schedule 5 business days before they are scheduled to attend. Changes and non-attendance without 5 business days notification may attract a \$50 administration fee.

For correspondence participants who submit a course change request more than seven (7) days after you received your materials then you will be requested to return the correspondence materials to MRWED immediately and you may incur a \$50 administration fee.

#### **4.7 Cancellations and Refunds**

If an enrolment is cancelled in writing within 10 days of returning the MRWED Course Acceptance Letter, a full refund and/or cancellation of any outstanding invoices will be provided. If Face to Face Training is attended during these 10 days, then a fee equal to the value of the training commenced will be due.

If an enrolment is cancelled in writing within the first 90 days following the return of the MRWED Course Acceptance Letter, a cancellation fee equal to 50% of the overall course fees is payable. The remaining 50% is eligible to be refunded. If a student has not commenced any online or Face to Face Training within these first 90 days, then this cancellation fee will be reduced to 20% of the total course fees.

If an enrolment is cancelled after 90 days following the return of the MRWED Course Acceptance Letter, no refund is payable. The participant is welcome to submit a new course application at another time but will be required to pay full price. Any refunds granted will take up to 30 business days to process.

#### **4.8 Late Payments**

Unless there are conflicting contractual arrangements in place with MRWED, MRWED reserves the right to apply a penalty fee equal to 5% of the invoiced amount outstanding for invoices that remain unpaid 30 days after an invoice due date. Requests for extensions to due date may also incur the Late Payment Fee.

#### **4.9 Corporate Accounts**

Customers with numerous students will need to keep their account payments up to date. MRWED will only issue qualifications, statements of results or statements of attainment when a Customer's Account is not overdue. Specific invoices students will not be considered for issuance unless all payments are up to date. Overdue accounts may also result in removal of student's from the MRWED Online system.

#### **4.10 Issuance**

A participant will not be issued with a qualification and statement of results or a statement of attainment (whichever is applicable) until full payment (including any penalty fees for late payment) has been received. Under no circumstances can fees be refunded after a participant has been issued with a Qualification and Statement of Results or Statement of Attainment.

#### **4.11 Course Completion Policy**

For any individual Unit of Competency, or Qualification, MRWED participants have up to twelve (12) months for Certificate IV participants, and also twelve (12) months for Diploma participants to complete all their assessments after the date they are provided with access to their assessment materials to commence training.

MRWED participants are enthusiastically encouraged to ask for help whenever they want it by calling FREE CALL 1800 2 TRAIN (1800 2 87246) and asking to speak with a member of the MRWED Learner Success Team. If due to their personal circumstances a participant feels they that might be unable to complete their assessment within that time-frame the participant is encouraged to contact MRWED by email as early as possible and apply for an extension. Where extensions are granted the participant may be required to submit additional assessment tasks in order to demonstrate currency with the course content prior to completion of the Unit/s of Competency.

## 5. ACCESS AND EQUITY

MRWED is committed to fairness for everyone. We will ensure you have easy access to information on programs, services available and enrolment procedures. Your trainers will support you in participating and completing your studies. Support services such as counselling, impairment support and learning support are also available to help you succeed. We will adhere to all policies, procedures and practices that contribute to improving the outcomes for the diversity of our clients.

### 5.1 Language, Literacy and Numeracy Policy

MRWED Training and Assessment recognises that a portion of the community may have Language, Literacy and Numeracy (LLN) difficulties. In response to this community issue, MRWED offers to provide enrolling participants who indicate they need further support in this area, information on available LLN courses and referral to counselling services. We have established a network of professional providers who can assist participants in developing and improving learner skills.

### 5.2 Language, Literacy and Numeracy Courses

- Australian Council for Adult Literacy 03 9546 6892 <http://www.acal.edu.au>
- Queensland Council for Adult Literacy (07) 3878 9944 <http://www.qcal.org.au>
- Reading Writing Hotline 1300 6555 06 <http://www.literacyline.edu.au/>

### 5.3 Counselling and support services

- Centrelink 13 10 21 <http://www.centrelink.gov.au>

### 5.4 Welfare and Guidance Services

MRWED's welfare and guidance services will offer non-judgmental, confidential support to participants. Specialised counselling will be provided by qualified counsellors as necessary.

The Welfare Services we provide aims to meet our commitment to participants by:

- supporting participants through their learning experience;
- promoting health and well-being;
- enabling participants to support themselves and others; and
- empowering participants to fulfil their own potential.

We are always happy to assist any participant with issues relating to their academic progress. For issues relating to personal welfare, we will assist participants to source an appropriate service and a suitable time for counselling. Our staff to assist participants in a variety of matters can source a large range of government and private welfare services.

### 5.5 Impairment Support

Do you have an impairment which may affect your ability to navigate the course material, communicate with other participants and trainers or participate in participant activities? If so, please inform MRWED of how we can support your success, through minimising the effects of any impairment. This can be done at the time of enrolment or at any other time during the training. We can provide a range of support options and all information will be treated confidentially.

Further to this, post-course learning support is available via phone and email through our Learner Success Team, Monday to Friday from 8.30am to 4:30pm AEST.



## **6. ASSESSMENT**

Assessment is the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirements set out in a standard, or a learning outcome, and, at the appropriate point making the judgment as to whether competency has been achieved. As a participant you will always be informed how assessments will be conducted and what will be expected for you to achieve competency.

## **7. ASSESSORS**

The role of the MRWED assessor is to objectively assess, and make judgement, on the evidence that you provide, against the appropriate standard. All MRWED assessors,

- a) Have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors, and
- b) Have the relevant vocational competencies at least to the level being delivered or assessed, and
- c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
- d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

## **8. APPEALS AND COMPLAINTS**

If at any time during your study at MRWED you are dissatisfied with any academic decision, procedures or any issues that directly relate to the successful completion of your program, you can access the organisation's complaints and appeals processes by contacting our Administration on FREE CALL 1800 2 TRAIN (1800 2 87246). Any participant who feels that they have been disadvantaged in their studies by such a decision, procedure or issue, shall be entitled to have these reviewed by the CEO. The characteristics of the MRWED appeal system include simplicity, speed and fairness, and incorporate a four-stage process involving the MRWED Team Member initially, then a member of the MRWED Management Team, the CEO, and finally an independent person or panel where necessary. Participants shall have 21 days to lodge an appeal after an assessment decision is sent to the participant regarding any Unit of Competency or Qualification.

## **9. DISCIPLINARY PROCEDURES**

MRWED has systems and processes in place to manage and deal with any disciplinary matters relating to instances of misconduct whilst studying with us. A certain standard of behaviour is requested of all staff and participants and the trainer reserves the right to ask any participant to leave a program or session if their behaviour puts others at risk or adversely impacts on the learning of others. This policy applies when other avenues have been exhausted. These avenues include, but are not limited to mentoring, informal feedback and counselling.

## 10. ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

MRWED will only issue AQF Qualifications and Statements of Attainment for courses within its scope of registration.

On completion of a course, participants are to be issued with appropriate certification, authorised by the CEO, or an appropriately delegated MRWED staff member, within 21 days. MRWED is not obliged to issue a participant's Qualification or Statement of Attainment unless all client / participant fees have been paid in full.

As a MRWED participant if for any reason you need a copy of either at a later stage, you may contact MRWED to request this. Please note that there will be a \$40.00 reissuance fee to cover the administrative costs.

**NOTE FOR INTERNATIONAL STUDENTS:** International students who request a printed copy of either their Statement of Attainment or Testamur will be required to pay for the cost of International postage. Please feel free to contact the Client Services Team for more information.

## 11. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

MRWED recognises the "Recognition of Qualifications" issued by other RTOs is a fundamental principle of the National Training Framework. As a Registered Training Organisation, MRWED is obliged to:

- Recognise AQF Qualifications and/or Statements of Attainment issued by any other RTO in Australia.

If you have undertaken training with another RTO, and you believe you are eligible to obtain credit for this in the MRWED course you have enrolled into, or are intending to enrol into, please either discuss this with your trainer or contact MRWED to discuss.

## 12. INTELLECTUAL PROPERTY

Intellectual Property (IP) ensures property from original thought (this may be clients, participants, MRWED personnel or MRWED itself) is protected by law.

MRWED clients / participants own all IP which they generate, unless they enter into a written agreement with MRWED, whereby they assign their property to MRWED. MRWED cannot require a participant to assign any of his or her IP in order to qualify for enrolment or to remain enrolled in a course.

The IP of which MRWED claims ownership includes:

- Databases, computer software, courseware, and related material
- Works generated by and/or with MRWED computer equipment or software
- Confidential information associated with each and every item listed in this section
- Copyright in works and materials
- Educational materials.

Clients, participants, MRWED personnel and visitors who receive or develop MRWED confidential information must, unless otherwise agreed with MRWED:

- Keep all MRWED confidential information strictly secret and confidential
- Not make any use whatsoever of MRWED confidential information except for the purpose for which the information is disclosed to them
- Take such steps as are reasonable to preserve the confidentiality and secrecy of MRWED confidential information
- Not make copies or duplicates of the MRWED confidential information (including MRWED resources), except to the extent which it is reasonably necessary for the purpose for which the information is disclosed to them
- Not reveal any of the information to any person whatsoever, except to those people who have a need to know, for the purpose for which MRWED confidential information is disclosed to the client, participant or MRWED personnel.

The above obligations shall remain in effect indefinitely.

The obligations of confidentiality under this IP Policy do not extend to information which:

- Is rightfully known to or in the possession or control of the recipient and not subject to an obligation of confidentiality on the person who receives or develops the confidential information
- Is public knowledge
- The person who receives or develops MRWED confidential information is required by law to disclose, to the extent, which the law requires it to be disclosed.