

Student Information Handbook

Decorative blue brush strokes are located in the bottom right corner of the page. They consist of several thick, curved lines that sweep upwards and to the right, creating a sense of movement and design.

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Welcome to The Training Academy

The Training Academy is your Supervising Registered Training Organisation (SRTO). It is committed to providing a quality learning experience to allow you to develop your skills and knowledge to your full potential.

Upon enrolling as a student, you enrol into a lifestyle education that is vastly different from other local providers. You are guaranteed that all Training Academy training staff have extensive and up to date industry experience. This means that when you are in a Training Academy training room, you will encounter a very different teaching experience; one that can only be described as innovative, inspirational and real!

This handbook is provided to explain some of our responsibilities and expectations. Please read and retain this handbook for your future reference.

Congratulations and welcome to The Training Academy.

Contacts

Training Academy Manager	(07) 4957 9883
Training Academy Administration	(07) 4957 9801
Business Trainer	(07) 4957 9820
Frontline Management Trainer	(07) 4926 0644
Commercial Cookery Trainer – Mackay	(07) 4957 9846
Commercial Cookery Trainer – Rockhampton	(07) 4926 0644
Fax – Mackay	(07) 4957 7564
Fax –Rockhampton	(07) 4926 8811
Email	training@mrael.com.au
Website	www.mrael.com.au

Code of Practice for Training

The Training Academy adopts policies and procedures which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of students.

All Training Academy employees maintain a learning environment that is conducive to the success of the students. The Training Academy will have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials.

Access and Equity

The Access and Equity principles upheld within MRAEL allow equity for all people through the fair allocation of resources, allow equality of opportunity and ensure access for all people to appropriate, quality vocational education and training programs and services.

These principles will facilitate the following outcomes:

Increased opportunities for people to participate in apprenticeships and traineeships.
Increased participation within the vocational education and training system for people for under-represented groups.

The development of quality support services which enhance clients' chances to achieve positive outcomes.

These principles are particularly directed to the following groups of people:

- Aboriginal and Torres Strait Islander people
- Australian South Sea Islander people
- Mature aged people
- People in custody
- People who live in rural or remote areas
- People with a disability
- People who want to improve their language, reading, writing or number skills
- People from a culturally and linguistically diverse background
- Women

Further information is available in MRAEL's Equal Employment Opportunity Policy at www.mrael.com.au.

Appeals and Complaints Procedures

If at any time during your study with The Training Academy you are dissatisfied with any decisions, procedures or any issues that directly relate to the successful completion of your program, you are able to make an appeal or complaint.

Firstly discuss the issue immediately with your Training Officer. If the issue is not resolved, the matter will be referred to The Training Academy Manager.

Alternatively when the situation requires, complaints may be referred directly to the Manager by the student. In this instance please contact the manager on (07) 4957 9800.

If lodging an appeal it must be done within 14 days of notification of the result. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision. Should the outcome from the appeals panel of independent persons not resolve the appeal the appellant has the right to lodge a further appeal with the Department of Education and Training. Contact DET on 1800 210 210.

MRAEL's Complaints Handling Policy is available at www.mrael.com.au.

Course Fees

Where payments are required up front, student fees may be paid by cash, cheque, Direct Debit, EFTPOS Bankcard, Visa or MasterCard. Invoice payment must be made within seven (7) days from the invoice date. Direct Debit must be arranged if payment cannot be met within seven (7) days.

Terms and Conditions

Enrolment in any training program is subject to positions being available.

Q Is there a refund policy?

A **Yes.** We will provide students and/or a third party or guarantor responsible for a student's fees and charges with a full or partial refund of fees, dependant on the following circumstances:

- Cancellation of enrolment is required in writing prior to the date of commencement. In these instances a full refund is applicable.
- Full refunds are not applicable for non-attendance or notices of cancellation received after commencement. In these instances an administration fee of 20% of the unit/course fee will apply. Substitutions may be accepted with approval from The Training Academy Manager.
- The Training Academy reserves the right to cancel a unit/course if there are insufficient enrolments. In these instances a full refund will be made of all fees paid.
- A full refund is applicable if the student receives a credit transfer after enrolling in a course and paying fees. If full payment of fees has not been received the Training Academy shall issue the student with a credit against outstanding fees.

Q What if my application for refund is refused?

A If your refund application is refused you will be given written notice of the reasons for refusal. You may, within fourteen (14) days after written notice is given, apply to the Chief Executive Officer for a reconsideration of the refusal.

Commercial Cookery Apprentices will be invoiced upon enrolment for the first year level and on each level change anniversary. Payment of fees is preferred at these times however **Traineeships and all other course fees** are as per The Training Academy Schedule of Fees found at www.mrael.com.au. Arrangements may be made for progressive part payments through The Training Academy Manager.

The Training Academy has documented and implemented systems to protect fees paid in advance. For accredited training and/or assessment, no more than \$1000 will be payable by the student prior to the commencement of the course. Following course commencement, The Training Academy may require payment of additional fees in advance from the student, but at any given time the total amount payable in advance will not exceed \$1500.

The Training Academy have a responsibility to ensure the training as agreed in the training plan (or other written agreement) is delivered to the student. If The Training Academy are unable to deliver on the agreed training we will assist in sourcing an alternative training provider. In addition to this, the Student Fees Policy would apply with regard to refund of fees paid in advance.

If you require a copy or full explanation of our fees policy please speak to your Trainer or access the Student Fees Policy at www.mrael.com.au.

Language, Literacy and Numeracy

As part of your enrolment process, you will be requested to undertake an assessment of your language, literacy and numeracy skills. Should this process identify any areas of concern, The Training Academy will provide the assistance you require. Additional assistance is also available through TAFE. Your Trainer will discuss options with you based on outcomes of the language, literacy and numeracy assessment.

Any individual who wants to get help with their literacy and numeracy can access information about the nearest LLN provider by calling HOTLINE: 1300 655 506.

Qualification / Statement of Attainment

On the successful completion of a training program, participants will be issued with a Qualification. In the event of cancellation the participant will be issued a Statement of Attainment listing all units of competency which have been completed successfully once all fees have been finalised.

The following information is provided on the Qualification:

- Name of participant
- Course of study, code and description
- Date of Qualification
- Listing of successfully completed units of competency
- Nationally Recognised Training Logo
- The Training Academy address and contact details

At any time during the course you may request any of your assessment records or results. This is to be arranged through your Training Officer. An administration fee of \$15 will apply to issue a replacement original certificate.

Recognition of Prior Learning (RPL)

Recognition of prior learning provides a way to formally recognise your existing skills, sometimes referred to by a number of other terms, such as recognition of current competencies, or simply RPL.

These skills could be recognised through:

- Formal or informal training and education
- Work experience
- General life experience
- Any combination of the above

Q Who is a suitable candidate to have prior learning recognised?

A Any person who is skilled and wants to gain formal recognition of their abilities.

Q Is this the same as recognition of current competencies?

A Yes. For formal recognition in vocational qualifications, your skills and knowledge must be current and meet today's industry standards. You must be able to demonstrate your skills and have them verified.

Q Is RPL the same as credit transfer?

A No. Credit transfer is about looking at courses/units you have successfully completed previously and assessing if the course/units or subject is equivalent to your current training so therefore can be credited against that training.

Q How can I show my skills and knowledge?

A Depending on the skills and knowledge required in each qualification, you may be able to provide evidence with:

- work samples
- practical demonstrations in the workplace
- assessment interviews
- references and support from your supervisors or others in your community
- a variety of materials:
- Training certificates, photos of work examples, resumes, performance reviews.

Q Will recognition of prior learning save me money?

A There will be a cost involved for the skills assessment and this may vary from case to case. Recognition of prior learning can cost less than training, will save you time and help you to get to your career goals faster.

Q Can I receive recognition of prior learning for an entire qualification?

A **Yes.** If your assessor believes that you have demonstrated competence in all units, you may be able to receive recognition for an entire qualification.

Q What if I don't receive recognition for an entire qualification?

A If you do not receive recognition for an entire qualification, you may receive a statement of attainment for part of the qualification. You can then undergo gap training to complete the rest. Gap training may involve flexible, workplace-based or classroom-based training, or any combination of these.

Q Do studies completed at TAFE, another private registered training organisation or university count?

A Studies completed in a field similar to the area in which you are seeking recognition may receive credit transfer. Your course/units may be able to be used as part of recognition of prior learning if a credit transfer is not possible due to courses/units not being equivalent. Documented evidence of your studies and details about the course/units and assessment will be required.

Q I am currently unemployed. Am I eligible for recognition of prior learning?

A Yes. Recognition of prior learning is the formal recognition of a person's current skills and knowledge, no matter how, when or where the learning occurred. You will need to be able to show your skills are up to date. Think about who can verify your claims for currently held skills.

Further information in regard to RPL is available on the internet:

http://www.trainandemploy.qld.gov.au/client/jobs_and_careers/skills_recognition/faq_rpl.html

To apply for RPL with The Training Academy:

Contact our Administration Office on 4957 9880 to discuss your options and to organise an interview with the relevant Trainer. You will be provided with the application form and RPL Kit which includes examples of the type of information and evidence you will be required to submit with your RPL application.

Your Trainer will also be available to provide you with ongoing support throughout the process.

Funded RPL

If you are not registered as an apprentice or trainee you can still obtain Recognition of Prior Learning (RPL).

Costs will be negotiated upon discussion with the Trainer. These costs include any learning material necessary to complete outstanding unit of competency/s. Any travel out of the Mackay CBD will also incur an extra charge.

Please discuss your RPL application with your Trainer, as they will provide you with the application form, RPL Kit which includes examples of the type of information and evidence you will be required to submit with your RPL application. Your Trainer will also be available to provide you with ongoing support throughout the process.

Flexible Learning

The Training Academy offers a number of programs through flexible delivery arrangements. Flexible delivery is designed to enable you to study at your own pace. The programs we offer through this mode of study are constantly being refined and developed so check with your Trainer to make sure you have the most up-to-date information.

Credit Transfer

A Credit Transfer means the student holds a successful result in the same or similar course from another registered training provider. It can also mean the student has successfully completed the same or similar course with a different code and name, as long as the course content is the same. As the student does not need to repeat the course or parts of the course then a Credit Transfer can be requested to recognise the previous qualifications.

To initiate this process your Trainer will provide you with a credit transfer application form. To support this application a copy of the certificate listing the qualification and/or unit/s of competency must be provided. Upon

validation of information provided and completion of the form the data will be recorded on your Training Academy student records. Any fees paid in advance for relevant unit/s of competency will be refunded or credited on your account.

This process is best initiated as soon as possible after enrolling in your course, so please speak to your Trainer about any prior training you feel may be applicable for credit transfer during your induction or on the first day of attendance for training.

Assessment Procedures

To be eligible to pass, you must satisfactorily complete all the requirements of the program in which you enrolled. This means you are assessed in terms of being able to do the job to industry standards. In line with the belief that a person cannot be partially competent, results for units will be given a code which identifies level of completion for that unit. Your Trainer will provide further information on these codes.

Assessments will meet the national assessment principles (including RPL and Credit Transfer). Assessments will be conducted professionally to ensure their validity, reliability, flexibility and fairness.

Assessment methods vary but will reflect the learning outcome required. These methods will be explained to the student prior to the commencement of a unit of competency.

Assessments require a variety of assessment methods, additional to the training record book. Your trainer may collect three (3) or more of the following methods to demonstrate competency:

- Oral Presentation
- Written Formal Assignment
- Projects or Assignments
- Portfolio
- Gathered Evidence
- Third party reports
- Work logs
- Work place observations

The Training Academy has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training offered.

Students may appeal against an assessment if they are not satisfied with a decision. See Appeals and Complaints on page 4 of this handbook.

Assignment / Evidence Requirements

Assignments and/or evidence must:

- be neatly hand written, printed, typed or word-processed
- be free from errors, or have mistakes neatly corrected
- be written/typed only on one side of each page, keeping the back page of each clear
- have a margin down the left-hand side of each page
- have each page numbered, name clearly stated, subject titled and dated
- be securely submitted with all attachments
- cases of plagiarism will be returned

If you are unsure about the presentation and preparation of your assignments, your Trainer will be happy to assist you.

Student Rules

Students are to be considerate of the rights of others at all times and respect The Training Academy's commitment to provide a learning environment conducive to comfort, respect and requirements of all students for successful outcomes in training.

Mobile phones and audio devices must be switched off at all times whilst in training rooms and only be used in allotted breaks. Should employers need to contact their employee a message can be left on the Training officer's phone or at Reception.

Food and drinks must not be consumed in the training room.

Smoking is only permitted in assigned areas for which information will be provided during the orientation process.

Disciplinary Procedures

Any actions which place persons at risk or impact negatively on your own or other students' ability to achieve successful outcomes will be dealt with via The Training Academy's processes to manage and deal with disciplinary matters. At your orientation you will be given information regarding discipline and misconduct.

Consequences for inappropriate behaviour may result in The Training Academy's refusal to allow students to continue in the program.

For apprentices and trainees, The Training Academy is responsible for ensuring that students continue to follow time lines established in the Training Plan. If the student fails to make reasonable progress relating to training components delivered, The Training Academy will advise the Department of Education and Training and your employer.

Zero Tolerance to Alcohol and Drugs

MRAEL has a 'zero tolerance' to alcohol and drugs for all staff, students and visitors on all premises including car park areas and within the MRAEL grounds.

MRAEL's Drug and Alcohol Policy is available at www.mrael.com.au.

Please also refer to your 'Information for Apprentices and Trainees' booklet in your training record book, if applicable.

Dress Code

Students are requested to wear neat, clean casual clothing and enclosed footwear at all times. In addition you may be required to wear specific items to comply with requirements for Workplace Health and Safety legislation. This information will be provided prior to course commencement.

Commercial Cookery Apprentices are to follow the below list of the standard dress required when attending block training:

- Long chef pants (traditional small black and white check)
- Clean and pressed chef jacket (white with white buttons)
- White, clean chef's Apron
- White chef's hat – disposable is OK
- Neckerchief (white)
- Black leather safety shoes (no joggers in kitchen)

Thongs/scuffs are not permitted.

Orientation / Induction

Trainees / Apprentices

Upon receipt and processing of enrolment documentation trainees will be contacted by a Training Academy staff member to arrange a suitable time for all relevant parties (trainee, employer, Partner Organisation and/or workplace supervisor and guardian, if applicable) to participate in a formal induction.

Through this process you will be provided with important information which will assist you achieve successful outcomes from your training and assist you and your employer and/or workplace supervisor to create your training plan. This process must be completed within your probation period.

All other Training Academy Students

Orientation sessions will be conducted upon first day of attendance and / or prior to commencement of course. It is compulsory that you attend these sessions, as they will provide you with an outline of training requirements, a comprehensive overview of the health and safety requirements as well as facilities and services available to you during your time with The Training Academy.

Service and Support

The Training Academy is committed to supporting your study by providing and/or referring a range of support services inclusive of:

- | | | |
|----------------------------------|------------------------------|----------------------------------|
| ▪ Learning support | ▪ Internet access | ▪ Photocopy and print facilities |
| ▪ Disability services | ▪ Student dining area | ▪ Welfare issues and referral |
| ▪ Career and program counselling | ▪ Indigenous student support | ▪ Library access |
| ▪ Computer access | ▪ On-site parking | |

For further information on these support services please speak to our Administration Officer, your Trainer or The Training Academy Manager. Contact details are listed in the front of this handbook.

Valuable Internet Sites

You are able to access a wide range of information through the internet. The following sites will prove to be valuable reference tools:

The Department of Education and Training contains a great deal of information for students, trainers and employers. This information ranges from jobs and careers, training courses, apprenticeships, traineeships, funding and incentives.

<http://www.trainandemploy.qld.gov.au>

Australian Apprenticeship Information is available on:

<http://www.aatinfo.com.au/>

To assist you with easier access to the latest information on education, science and training as well as assistance with which occupations suit you best, career advice, information on apprenticeships and many useful links to other informative sites:

<http://www.dest.gov.au/>

The Australian Qualifications Framework (commonly known as the AQF) website can assist you with information on national qualifications in schools, vocational education and training (TAFE's and private providers) and the higher education sector (mainly universities). Valuable information is also provided on learning and employment pathways:

<http://www.aqf.edu.au/>

For our students undertaking training for career opportunities in the tourism and hospitality industry the Hospitality Skills Council website provides a great deal of information including main occupations within the hospitality industry and the recognised training available to help you develop your skills:

<http://www.serviceskills.com.au/>

Also of great assistance is the Food Safety Act. Relevant information is available via:

<http://www.health.qld.gov.au/industry/food/default.asp>

Our own MRAEL website can assist you with positions vacant and further information on our training programs:

<http://www.mrael.com.au>

First Aid

If you require first aid, please ask any Training Academy staff member for assistance.

Safety and Security

Every effort is made to ensure safety and security of students whilst on The Training Academy's premises and premises hired by The Training Academy. Students are required to carry out directions given by Training Academy staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding Emergency Procedures will be provided through orientation process. The Training Academy does not accept responsibility for the loss of personal possessions. You are therefore urged to take suitable precautions to protect your personal belongings.

Legislative Information

The Training Academy adheres to legislative requirements. We have implemented policies and procedures relating to the following requirements and provided websites for you to gain additional information:

- Workplace Health and Safety – Students have an obligation to ensure their activities do not place at risk the health or safety of others and themselves at our facilities. Health and safety of yourself and other students whilst undertaking training with The Training Academy and throughout your career is imperative. To assist you gain a greater understanding of the Workplace Health and Safety Act and Regulations please visit:
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSaA95.pdf>
- Hospitality students need to be aware of HACCP Safety requirements, these will be explained further during your course and further information is available at:
www.foodstandards.gov.au
- Anti-discrimination – Consideration and respect for others must be observed at all times. For more information, please refer to the Anti-discrimination Act (including racial vilification and disability discrimination). The Anti-discrimination Commission can be contacted on 1300 130 670 or visit the commission’s website at: www.adcq.qld.gov.au
- For a copy of the relevant legislation please visit:
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>
 - Sexual Harassment – This is any form of sexual attention that is unwelcomed. It may be unsolicited touching or other physical contact, remarks with sexual connotations, smutty jokes, unsolicited demands or request for sexual favours, leering or the display of offensive material. The Queensland *Anti-Discrimination Act 1991* prohibits sexual harassment
- Workplace Bullying – This is not tolerated. For further information and valuable links, visit:
<http://www.bullyonline.org/workbully/oz.htm>

Privacy Policy

MRAEL only collects personal information in order to perform its core business activities and functions and to meet legal obligations.

The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely and destroyed when it is no longer needed.

MRAEL’s Privacy Policy is available at www.mrael.com.au.

ADDITIONAL APPRENTICE / TRAINEE INFORMATION

Government Funded Apprentice / Trainee Fees

As a Registered Training Organisation, The Training Academy accesses funding from the Department of Education and Training via a User Choice Contract. This contract dictates rules which The Training Academy must adhere to. The contract states that Apprentices and Trainees undergoing any AQF Level Certificate must pay training tuition fees for all units of competency where RTO delivered training is conducted, including any unit of competency completed through the Recognition of Prior Learning process (RPL).

Agreement holders are advised that from 1 January 2012 until further notice:

Tuition Fees are to be calculated at **\$1.55** for each nominal hour for the module/s or unit/s of competency delivered.

The training organisation must not charge more than 40 per cent of the tuition fee where the participant falls into one or more of the following exemption categories:

- the participant was or will be under 17 at the end of February in the year in which the training organisation provides training, and the Student has not completed year 12;
- the participant is a school based apprentice or trainee;
- the participant holds a health care card or pension 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 issues the supplier 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; or
- the participant is an Aboriginal or Torres Strait Islander person.

The Training Academy may, upon application, approve concessions or exemptions in cases of demonstrated financial hardship.

Repeating Formal Training

Students who fail the assessment on a unit of competency are able to re-sit the assessment at no cost. A period of one (1) month is necessary for further learning/study before a re-sit of assessment can take place.

Should the student fail the assessment a second time, they will be required to re-enrol in the unit of competency. They will also have to bear all costs associated with this re-enrolment, including tuition fees.

Apprentice / Trainee Travel and Accommodation

Financial assistance is available to Queensland Apprentices and Trainees to help meet the costs of travelling to and from their off-the-job training and to assist those who are required to live away from home during this attendance. A Training Officer will discuss eligibility for travel and accommodation subsidy during your induction.

Attendance

The student is to ensure that attendance at off-the-job training is maintained throughout the apprenticeship/traineeship. The employer is to contact the Trainer if there are any issues relating to the student not being released from work, so that alternative training arrangements can be made. The Trainer must be notified if they are sick on a training day. It is also important for the Trainer to be notified if there is an unavoidable delay.

Contact details are provided on page 3 of this handbook.

Training Record Books / Resources

Your Training Record book must be brought to each class.

Training is conducted using workbooks, however a notebook, pen and USB memory stick may be brought to class to record notes from training.

MRAEL Policies Relevant to Students

- Complaints Handling Policy
- Drug and Alcohol Policy
- Equal Employment Opportunity Policy
- Privacy Policy
- Social Networking Policy
- Student Fees Policy
- Workplace Health and Safety Policy

MRAEL's policies relevant to students are available at www.mrael.com.au.

Student Acknowledgement

Participant Name: _____

Qualification / Course: _____

I, _____ have received, read and understood the Student Information Handbook.

By completing this form I agree to the terms and conditions that are outlined in the handbook.

Participant Signature: _____ Date ____/____/____

Document to be completed by Participant in conjunction with Trainer / Assessor as part of induction process. Induction can be delivered onsite or on first day of training.

First Day of Training

Learning needs assessed via LLN Testing

(results of testing to be discussed with participant)

Trainer / Assessor Signature: _____ Date ____/____/____

Office Use Only- LLN entered into CMS: _____ Date Processed: ____/____/____ Stamp here