

# MELBOURNE INSTITUTE OF TRAINING & TECHNOLOGY



## Domestic Student Handbook





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## Welcome to Melbourne Institute of Training and Technology (MITT)

### About

Whether you are looking at starting a new career, furthering your skills in your current field of employment, or needing to upgrade your team's knowledge, MITT can assist you.

MITT is a private college that delivers high quality Certificate III, IV and Diploma programs since August 2016. We have more than 9 qualifications on our scope, specialising in Automotive courses and Business. We have two campuses in Melbourne. One in Brunswick, which is the workshop for the Automotive courses, and the classrooms in Heidelberg. It's our passion for education that enables our students, both domestic and international, to achieve their goals. An extensive network of industry contacts ensures that your learning will be conducted "on the job" as well as in the class – leading to terrific opportunities and job outcomes

MITT's training programs address the required skills and knowledge demanded by industry which increases the employability of our students. Our strong links to industry enables us to tailor our training programs to keep up with the ever-changing demands of the community.

The friendly and experienced team at MITT will provide a professional approach towards your training needs and ensures that you will receive respected, high quality training.

We wish all students well in their studies and look forward to supporting you throughout your journey!

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## Facilities in Melbourne:

The facility at Brunswick has an extensive workshop for the practical component of the automotive courses. The Heidelberg facility has lecture rooms for practical and theory classes. A kitchenette and a student common room, off street parking. Resources available include, computers with internet access.

## Campus information

The MITT Automotive Trade school is located at Brunswick.

The campus includes:

- Classroom
- Registered automotive workshop
- Computer facilities
- Kitchenette

Local Library - This service can be used for additional learning and research material. To register free of charge follow the web link. [www.yprl.vic.gov.au](http://www.yprl.vic.gov.au)

Brunswick and the City of Moreland Council has abundant public library resources within a short distance of the campus

MITT does not enrol any students below the age of 18

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## Courses Offered

MITT is an Australian Registered Training Organisation (RTO) delivering Nationally Accredited courses listed below:

AUR30316	Certificate III in Automotive Electrical Technology
AUR30616	Certificate III in Light Vehicle Mechanical Technology
AUR31016	Certificate III in Automotive Sales
AUR31116	Certificate III in Heavy Commercial Vehicle Mechanical Technology
AUR31516	Certificate III in Automotive Diesel Engine Technology
AUR40216	Certificate IV in Automotive Mechanical Diagnosis
AUR50216	Diploma of Automotive Technology
BSB40215	Certificate IV in Business
BSB50215	Diploma of Business

Please refer to the MITT website for detailed information on each course.

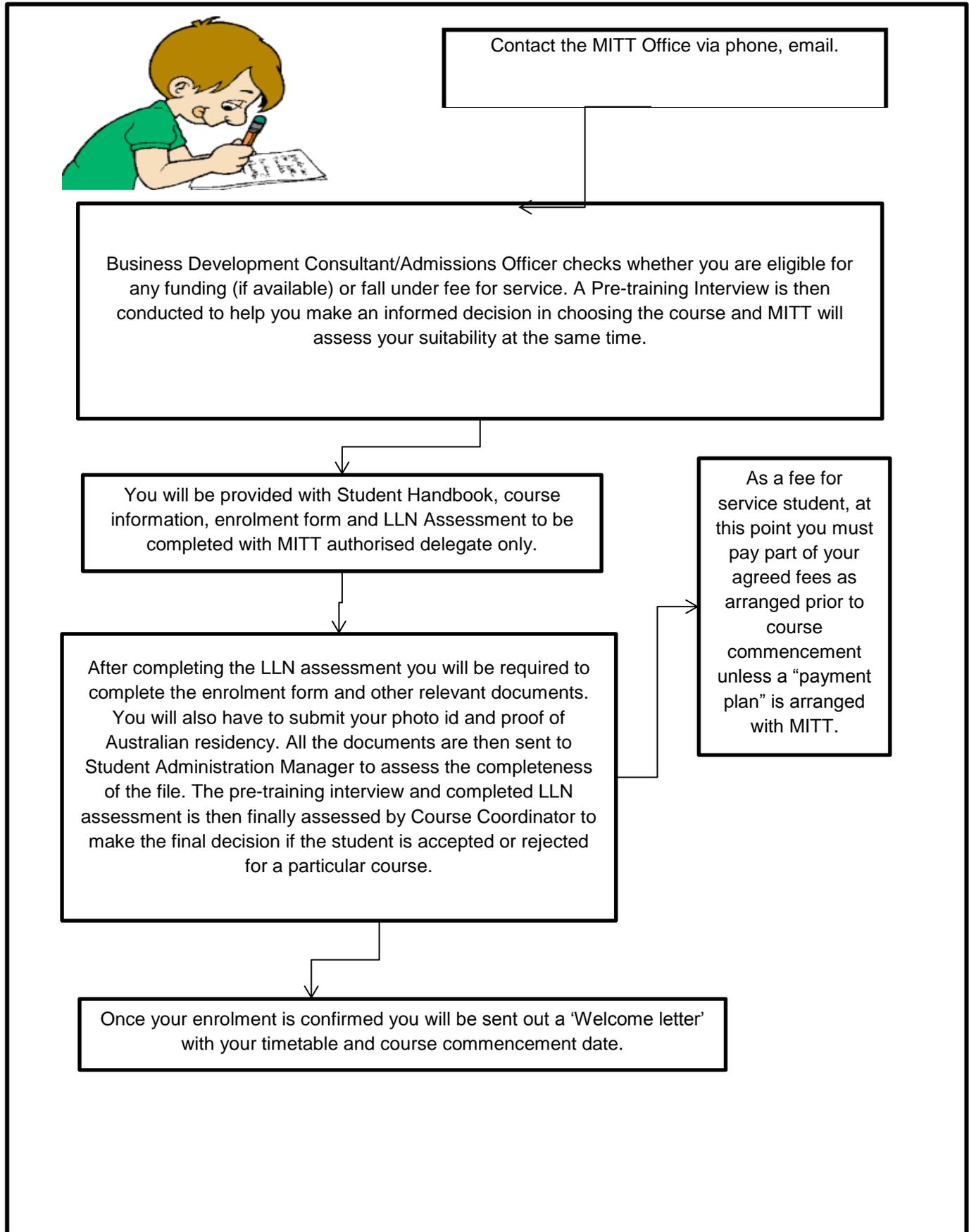
[www.mitt.vic.edu.au](http://www.mitt.vic.edu.au)

If there are any further enquiries, please feel free to contact MITT via phone, email or visit our office via the address and details below. The main contact office is 2/29 Cameron Street, Brunswick and 158 Burgundy Street, Heidelberg. The main contact number is 03 9450 0500

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## Enrolment Procedure



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When a student makes an enquiry the Business Development officer (BDO) at MITT will conduct a pre- training interview with you.

This interview process will enable the BDO to decide which course at MITT is suitable for you and whether the course you are seeking to enrol in meets your objectives and interest.

The BDO will provide you with Student Handbook and the dates for the information/orientation session; this session will go on for about 2 hours. During this session you will:

- Need to bring along a proof of identification, this must include photo ID, current residential address, signature and date of birth. For e.g. Green Medicare and driver’s license
- Need to fill out an enrolment form
- Complete a Language Literacy and Numeracy test
  - This short question and answer form helps us understand whether the course is suitable for you, if you have had any experience in the area of the course you want to enrol and helps you achieve your goal and job outcomes.
  - It also gives our trainers a guide as to any special needs you may have as well as ensure that the training will be done in the manner that best suits the student.
- Be provided with information on:
  - Key personnel at MITT
  - Fees and charges (if applicable)
  - Refunds
  - Course delivery, assessment and structure
  - Location of the course
  - Third party arrangements (if applicable)
  - Your rights and obligations
  - MITT obligations
  - Support services available at MITT
  - MITT policies and procedures including RPL and Credit Transfer

The Pre-training Interview, the completed LLN assessment and the completed enrolment form is then finally assessed by Course Coordinator to make the final decision if a student is accepted or rejected for a particular course.

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## Recognition of Prior Learning

### What is RPL?

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

### Are you eligible?

- Experience based on volunteer work
- Formal or non-formal training
- Paid or un-paid work experience
- Work skills or knowledge

If you have answered YES to any of the questions above, you may be eligible for Recognition of Prior Learning.

### What are the benefits of RPL?

If you receive recognition for your industry experience, skills and knowledge, it may lead to:

- A full or partial nationally recognized industry qualification
- Only do the training you need to do
- Save time by not attending unnecessary classes
- Complete your accredited qualification and get into workforce sooner
- Boosts your morale by acknowledging your experience

### A qualification can help you too:

- Enter or re-enter in the workforce
- Change careers
- Get a promotion
- Improve your job security

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**Employer benefits:**

- Meet and exceed industry requirements
- Help identify skills gaps
- Helps to achieve the skills development plan

**What does it cost?**

\$250 per unit

**What do I do?**

You will need to contact MITT at the administration office and, we will provide you with support and advice on the RPL recognition process. You will be guided through the RPL process and would be required to provide evidence of your industry experience and skills and knowledge.

Evidence may include:

- A qualification or other industry training
- Workplace training
- Membership of a professional association
- Job description/Position description
- Reference letters
- Curriculum vitae (CV)/Resume
- Third party report (report written by your line manager, colleague or client)
- Assessor interview report
- An observation report
- An assessor oral questions report
- Formal and Informal training and qualifications

## Credit Transfer and Recognition of Prior Learning

MITT recognises AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation in Australia. Students may request credit for a whole unit or course/program based on study in a unit or course/program at another institution that is within the same Training Package. Suitable documentation such as a Statement of Attainment must be provided when applying for Credit Transfer or National Recognition.

**What is Credit Transfer?**

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications, or from the same training package

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### What does it cost?

There is no cost to apply for Credit Transfer

### What do I do?

You will need to contact MITT at the administration office and, we will provide you with support and advice on the Credit Transfer.

## Complaints and Appeals

### Complaints

#### Requirements

1. Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
2. Students are encouraged to raise the matter informally with their trainer, or the Course Coordinator. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by way of email; then, the email and any response thereto will be deleted unless otherwise requested by the student.
3. If the informal complaint raises a matter of importance for MITT; then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation.
4. If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint.
5. Students are encouraged to resolve their concerns and complaints using the Complaints and Appeals Procedure.
6. The current complaints and appeals process and form are available on MITT's website. MITT will maintain a current copy for students and prospective students to inspect or read. A hard copy is available upon request from the Student Support Officer/ and Course Coordinator.
7. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
8. Unless otherwise decided by the QMC, all formal complaints will be handled by the Course Coordinator. If the formal complaint is in respect to the QMC; then, the CEO will handle that complaint. If the complaint is in respect to the Course Coordinator; then, the complaint will be handled by the QMC.
9. All formal complaints should be lodged in writing by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint.
10. The complaint will be resolved fairly and equitably and at the earliest possible time. (No later than 20 working days).
11. If the complaint has been made via ASQA by the student, the QMC will be informed immediately. The complaint is to be resolved fairly and equitably within the time frame provided by ASQA.
12. MITT will ensure that students have a clear understanding of the steps involved in the procedure
13. Students will be provided with details of external authorities they may approach, if required

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14. At any stage in the complaints process students are entitled to have their own nominee included in the resolution process.
15. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to;
  - Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor
16. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the relevant task group meeting (depending on the nature of the complaint) as part of the continuous improvement process.
17. The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals Register.
18. Student may phone the National Training Complaints Hotline' on 1800 000674 to discuss their issue of concern at any time.

## Appeals

### Requirements

1. Appeals may arise from several sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by MITT. All training and assessment related appeals will be managed by the Course Coordinator, responsible for that area of training and assessment, unless the appeal is against a decision of the Course Coordinator. In that case the appeal shall be managed by the QMC.
2. MITT will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.
3. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
4. The appeals process, both informal and formal, is initiated by a student completing the student appeals form. The complaints and appeals form is available at MITT's website or on request from the Course Coordinator.
5. **International students only:** Students wishing to lodge an appeal in respect to the MITT's intention to Report the student for unsatisfactory course progress, or on being notified that MITT intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from 2 days of the issuance of the Intention to Report letter, and the 20 working days will be calculated from the day the letter notifying of the intention to suspend or cancel.)
6. The resolution phase must commence within 10 working days of the appeal being lodged in writing.
7. A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.
8. The formal appeal process will be conducted by a legal representative, or retired legal representative, engaged by MITT and at no cost to the student.

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9. Students appealing an assessment, including RPL outcome, will be given the opportunity for reassessment by a different assessor selected by MITT. Costs of reassessment will be met by MITT. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of MITT pursuant to clause. The reassessment shall be regarded as the completion of the internal formal appeal.
10. For all internal formal appeals;
  - The student will have an opportunity to present his or her case in person, or, if the students elects, in writing
  - A student may be accompanied and assisted by a support person at any relevant meetings
  - In all other respects the appeals procedure will be determined by the legal representative
  - The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the legal representative and the student and placed in the student file as well as logged in the Complaints and Appeals Register. The student will be provided with a copy of the signed written document
11. If the student appeal is successful MITT must implement the decision.
12. If the student is not satisfied with the outcome of the formal internal appeal; the student may request the MITT to assist the student in an appeal to an external independent mediator. The external independent mediator is The Institute of Arbitrators and Mediators (<http://www.iama.org.au>). MITT will ensure that there is no cost to the student if the student elects to appeal the external independent mediator. The external independent mediator for international students is the overseas student ombudsman  
 Contact details: 1300 362 072  
 Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
 Website: <http://www.oso.gov.au>
13. If the student appeal is unsuccessful MITT may implement the decision, notwithstanding that the student had appealed to an external mediator.
14. MITT will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student.
15. There are no further avenues within MITT for appeals after an internal formal appeal phase has been completed.
16. Notwithstanding that a student has appealed, or intends to appeal, to the external mediator, MITT may implement the decision of the legal representative if the internal formal appeal is dismissed, unless the external appeal is in respect to the decision of MITT to report the student for unsatisfactory course progress or attendance.

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## Student Code of Conduct

MITT's responsibility is to provide an inclusive learning environment. The Student Code of Conduct has been formulated as a set of principles for all students to follow and adhere to. It provides a clear statement of what is expected of students regarding study and personal behaviour.

MITT expects that students will be committed to their studies, interact in a positive and respectful manner with both staff and students and operate in an ethical manner.

This policy provides details of expectations of student behaviour and study conduct as well as providing details of the possible consequences to students if they are in breach of the Student Code of Conduct.

### DEFINITIONS:

**Misconduct / Student Misbehaviour** Misconduct includes unacceptable behaviour which does not reflect safe practices or as set out in the International and Domestic Deferral of Commencement, Suspension of Studies Cancellation of Enrolment Policy and Procedure.

**Course Study Misconduct** In this policy Course Study Misconduct includes plagiarism [intentional or unintentional], collusion and cheating in relation to a formal academic exercise.

**Plagiarism** "To take and use as one's own thoughts, writings or inventions of another" (Oxford English Dictionary). Plagiarism therefore has two elements:

1. taking another's work; and
2. using the work as your own

If you take another's work but do not use it as your own – because you reference it correctly – it is not plagiarism

**Intentional Plagiarism:** Involves the deliberate act of presenting someone else's work/ ideas as if you wrote it yourself  
Examples of intentional plagiarism include:

- Copying problem answers from a classmate
- Copying any assignments from a student in a previous year

**Unintentional plagiarism:** Students often do not recognise unintentional plagiarism as plagiarism ([Carroll, 2002](#)). However, it is taking another's work and using as your own – because there is no acknowledgement of who has done the work. Unintentional plagiarism usually occurs because

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of a lack of understanding about what plagiarism is; and poor referencing, citing and quoting skills.

Examples of unintentional plagiarism include:

- failing to indicate that some text is a direct quote (quotation marks should be used);
- paraphrasing a chapter and including the source in the reference list, but not acknowledging the source in the text;
- Composing a paragraph by joining sentences from a number of sources together and not acknowledging the sources in the text

**Collusion** A secret agreement between two or more parties for a fraudulent, illegal, or deceitful purpose.

**Cheating** Wilfully and deliberately using or gaining an unfair advantage over fellow students by flouting the rules and guidelines set down for assessments

**MITT affirms its commitment to:**

- high study and education standards, intellectual rigour and high-quality learning; intellectual freedom and social responsibility;
- recognition of the importance of ideas and the pursuit of critical and open inquiry; tolerance and honesty throughout the MITT community;
- high standards of ethical behaviour
- provision of a safe and healthy work environment and systems of work;
- maintenance of equipment and facilities under the control of the company;
- provision of training for company personnel to enable them to perform their tasks safely;
- ongoing inspection and review of the work place, work practices, and procedures;
- appropriate response in the event of an incident to ensure an investigation is conducted to prevent a recurrence

**MITT expects all students to follow the following rights, as set out in the code of conduct, at all times**

**Personal conduct:**

All students must:

- treat all MITT staff, consultants, contractors, volunteers any other members of the MITT community and other students with respect, dignity, fairness, courtesy and sensitivity;
- maintain a cooperative and shared approach to inter-personal relationships;
- act honestly and ethically in their dealings with MITT staff, consultants, contractors, volunteer and other students;
- respect the privacy of MITT staff, consultants, contractors, volunteers and other students

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- ensure that they do not become involved in or encourage discrimination against or harassment or bullying of MITT staff, consultants, contractors, and volunteers and other students;
- dress in a neat and tidy manner when participating in class room or any other activities where they are representing MITT. The choice of clothing must be appropriate for each session. Students will be informed of special dress requirements when completing clinical placement or other activities based at external facilities. It is mandatory that students comply with MITT’s dress code

**Course Study Conduct**

All students must:

- act ethically and honestly in the preparation, conduct, submission and publication of course work, and during all forms of assessment;
- avoid any activity or behaviour that would unfairly advantage or disadvantage another student’s course study;
- behave professionally, ethically and respectfully in all dealings with MITT’s learning partners during placements;
- submit their work when required;
- not engage in cheating or plagiarism

**Disciplinary Procedures**

If a student breaches MITT’s Student Code of Conduct the following disciplinary procedures will be followed:

**Step 1**

An appropriate member of the MITT staff will contact the student in the first instance to discuss the issue of behaviour to determine how the issue might be rectified. The meeting will be documented, signed by all parties and included on the student’s personal file. The Course Coordinator will determine (with the trainer who delivered the assessment where appropriate) if the student plagiarised unintentionally or intentionally. If the student plagiarised unintentionally, the student will be further educated on how to reference all work correctly, the necessity for referencing and asked to resubmit the assignment with full referencing. A time frame will be given to the student for the submission.

Where the issue requires further attention please refer to step 2

If the misconduct constitutes criminal behaviour, MITT may decide to suspend or cancel the student’s enrolment pursuant to the Deferral of Commencement, Suspension of Studies Cancellation of Enrolment Policy and Procedure

**Step 2**

Where the issue or behaviour continues, or the issue has not been resolved as set out in step 1, students will need to attend a personal interview with the Course Coordinator to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file.

If the student plagiarised intentionally, the student will be asked to attend a meeting with the Course Coordinator to determine why this occurred and how it can be rectified. The meeting will be documented, signed by all parties and included on the student’s personal file. The student will be asked to submit a supplementary assignment or redo the assessment for the unit from which the work was plagiarised. A time frame will be given to the student.

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If the student fails to submit a satisfactory supplementary assignment or redo the assessments within the time frame, refer to Step 3.

Where the issue requires further attention please refer to step 3

**Step 3**

Should the issue or behaviour continue the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be attached to the student's personal file.

Where the student has failed to submit a satisfactory supplementary assignment (as set out in Step 2), the student will be invited for a personal interview with the Course Coordinator to discuss the issue further. The student may be given another opportunity to submit the satisfactory supplementary assignment. This decision will be based on the explanation from the student also why he or she failed to submit a satisfactory supplementary assignment and the previous history of the student in attending the Course. This meeting and the outcomes will be documented, signed by all parties and included on the student's personal file. If the issue requires further attention, please refer to Step 4.

**Step 4**

**Further Disciplinary Action**

After the 3 steps in the disciplinary procedure have been utilised and the student has failed to submit a satisfactory supplementary assignment, and if the behaviour constitutes student misbehaviour as defined in the Deferral of Commencement, Suspension of Studies and Withdrawal/Cancellation of Enrolment Policy, training services will be withdrawn and the student will be notified in writing that their enrolment will be suspended or cancelled.

At any stage of this procedure, students can access MITT's Complaints and Appeals process.

**Qualifications to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed qualifications. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

The Certificate or Statement will be issued, as long as all the fees have been paid, within thirty (30) days of completion of the qualification or part thereof.

**USI Policy**

The USI is an initiative of the Australian Government Department of Industry, which allows an individual access to their training results from all providers including all completed training units and qualifications.

The USI Policy applies to both international and local students.

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The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student and will stay with the student for life. It will be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015. Without a USI, students will not be able to receive their certificate in 2015.

Student may complete registration online at the following link, and forward the number on to MITT:  
<http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

For further information on the USI please see the following links:

<https://www.youtube.com/watch?v=HRYaaF-B7Ho&list=UU4PhcooSNGfRWzrl-gVfxHw&index=2>

<http://www.usi.gov.au/Pages/default.aspx>

## Access to student records

Students can access their records and results by filling out the request form and submitting it to MITT's student administration officer.

## Fees and Charges

- Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course.
- Fee for service students may be charged \$300 for re-assessment per unit if applicable.
- If the student does not complete the course within the prescribed time of his/her timetable, he/she will be required to meet with the Course Coordinator to implement a plan so that the student can complete the outstanding units. Depending on the circumstances, including whether the student is an International or domestic student, the student may be required to re-enrol in the Course to complete the outstanding units and/or placement. The student may have to pay a re-enrolment fee and tuition fees.
- Failure to settle all fees payable by the due date may result in the student losing their place in that course. For refund purposes, this will be treated as Formal Cancellation being received on or less than 28 days from the scheduled start date for that course.
- Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

## Refunds Policy

### Procedure for Refund (VET courses)

**NOTE: There will be no refunds of any fees paid to MITT where fraudulent documents are involved in any shape or form.**

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- Refund applications must be made in writing to MITT. Refunds will be processed within 14 days of receipt of a written request and will include a statement explaining how any refund was calculated.

### 1.1 Tuition Fees

Where MITT cancels the course before the commencement date or the student's enrolment request has been rejected by MITT.	100% refund of course fees
Where MITT cancels the course after the student has commenced the course	100% refund of the unspent pre-paid tuition fees
Withdrawal notified in writing and received by MITT 28 days or more prior to course commencement date, or, where the student enrolled after the Course commenced, 28 days or more prior to the date the student is to commence the Course	70% refund of tuition fees
Withdrawal notified in writing and received by MITT less than 28 days prior to course commencement date, or where the student enrolled after the Course commenced, less than 28 days prior to the date the student is to commence the course.	No refund of tuition fees or non-tuition fees.

- Refund application requests must be made in writing on the Refund Application Form provided by MITT. The refund application form is available on request from MITT's administration office.
- All refunds must be in accordance with the 2015 VET Standards and the Refund Application Form signed by the student and maintained in their individual student file and in VETtrak.
- A written explanation as to how the refund was calculated and a copy of the signed Refund Application Form must accompany student refunds.
- Details of refunds provided must be maintained in individual student files.
- The availability of the Complaints and Appeals process does not remove the right of the student to take action under Australia's consumer protection law.
- In the unlikely event that MITT is unable to deliver the course in full; the student will be offered a refund of the unspent pre-paid tuition fees paid by the student. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by MITT at no extra cost to the student. The student has the right to choose whether she/he would prefer the refund of the unspent pre-paid tuition fees, or to accept a place in another course. If the student choose placement in another course, she/he will be asked to sign a document to indicate that she/he accepts the placement.
- Subject to clause 9, in the event that the course did not start on the agreed starting date (and the student has not elected to commence the course on a new starting date), or the course ceased to be provided by MITT at any time after it started, but before it was completed, the student shall be entitled to a refund of the unspent pre-paid tuition fees paid by the student.

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- 9 If clause 8 applies, then, the alternatives set out in clause 7 shall also be offered to the student and the student, if he or she accepts any alternative course offered to him or her shall accept in writing. If the student accepts the alternative course; then, no refund is payable to the student.
- 10 Non – Tuition Fees are non-refundable.
- 11 MITT will not require a deposit of more than \$1000
- 12 MITT will not require payment of additional fees of more than \$1500 at any one time.

## Refunds Procedure

### Student Support

This policy outlines the support services available to students and to ensure that all students are aware of how to access these services.

#### Support philosophy

MITT is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, MITT ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about MITT’s provision of support services and the feedback is systematically collated, analysed and used to improve training services.

#### Needs identification

Students’ needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms and during the pre-interview form.
- Assessment of the formal language, literacy and numeracy skills test which is given to each student during enrolment of the course.
- Discussion with the student during their orientation.
- Gathering information about each student’s prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
- Developing an individual learning plan for students and documenting any special needs or support to enable the student to complete the course successfully.

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## Learning support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers including their email contact details.
- Face to face classes and practical placement (where applicable).
- Placement assistance for those participating in courses that require practical placement.
- Referral to external support services.

## Additional support services

MITT recognises that all people learn differently and acknowledge that some students may require additional support. For additional support that can be provided to students refer to the student with special needs policy.

## Informing students

Students will be advised of the support services available and any charges associated with it via the student handbook and through the organisation's website.

## Accessing services

Students wishing to access any support services should discuss this with their trainer/assessor or call MITT's office.

## Domestic Deferral of Commencement, Suspension of Studies Cancellation of Enrolment Policy & Procedure

The purpose of this Policy is to provide an understanding to the student for deferring the commencement of studies, canceling or temporarily suspending studies.

This procedure only applies to domestic students.

### Definitions

*Deferment* The postponement of the course commencement date by a student who has accepted a place into that course.

*Suspension* The enrolment of a student in their program of study is suspended for a period of time, after which time the student may recommence study. The maximum period of suspension granted will, other than in exceptional circumstances, be no longer than one term ( 10 weeks of study)

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*Cancellation* Enrolment is cancelled or withdrawn. Student must re apply for program if they wish to continue study. Cancellation is MITT initiated

*Withdrawal* The withdrawal from the course by a student

- Student Misbehavior*
- 1) Where a student has failed to attend classes for 3 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.
  - 2) Where a student has found to be cheating/plagiarizing as identified in Student Code of Conduct, under “Course Study Conduct”.
  - 3) Where fees, in excess of \$500, are due and payable by a student for more than 14 days; or where any amount payable under a fee agreement remains outstanding for more than 14 days.
  - 4) Swearing, fighting, aggressive behaviour and abusive language, whether to other students, staff members, or any other person at the MITT premises.
  - 5) Conduct that is discriminatory and /or threatening based on religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the MITT premises.

- Extenuating Circumstances*
- 1) The student is missing.
  - 2) Has medical concerns, severe depression or psychological issues which lead MITT to fear for the student’s well being
  - 3) Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
  - 4) Is at risk of committing a criminal offence.

**Process**

1. Students wishing to defer the commencement of studies or withdraw or temporarily suspend their studies should apply to do so in writing to MITT. Where it is impractical to do so, the student may email, fax or telephone MITT and advice of their intention to defer, cancel or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification
2. Students should fill out the student request form available on MITT’s website <http://www.Mitt.vic.edu.au> and on request with the Course Coordinator/State Educator at MITT office

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3. MITT will arrange a meeting between the Course Co-Ordinator and the student to discuss the reasons why the students wishes to defer and/or suspend his or her studies. The Course Co-Ordinator will attempt to work out the best method to overcome any problems and allow the student to commence and complete the Qualification.
4. The student will be advised about the possible options that are available so that the student can complete the Qualification. Students will be informed in writing that the deferral of studies, the suspension of studies or the withdrawal form of studies has been granted or not.
5. If MITT intends suspending or cancelling the student's enrolment, where it is not at the student's request, the student must, and will be, informed they have 20 working days from the (date after 2 days of issuance) to access MITT's Complaints and Appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the Complaint and /or the Appeals process, then MITT must proceed in accordance with the policy. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
6. In circumstances where a student is to be cancelled for non-attendance, the student will be sent a warning letter, outlining that MITT intends on cancelling their enrolment if they do not respond within three weeks.
- In circumstances where the student has been provided an opportunity to re-sit or re-do an assessment, but the student is still assessed as NYC or NS, the Course Co-Ordinator will arrange a meeting with the student to ascertain any problems that the student may be having with the Course. The student will be given one further opportunity to re-sit or re-do an assessment. If the student again is assessed as NYC or NS, the Course Co-Ordinator will arrange a meeting with the student to discuss the options available for the student.
7. If the student is not contactable over a three-week period of the course, it is considered as indirect cancellation of enrolment.
8. All the documents as a result of the request should be documented on VETtrak.

## Access and Equity

### Purpose

MITT is committed to providing all students with equal benefits and opportunities to pursue their training and development. This policy and procedure is to be used by MITT to integrate access and equity principles and to treat fairly all students seeking to enroll into the VET courses and all training and assessment activities it conducts. One of the major aims of this policy is to ensure that adjustments are made to assist students who have any disability, or other difficulties, so as to give them the opportunity to enroll and complete the course.

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## Scope

This policy and procedure applies to all MITT students, staff and training activities.

For the purposes of this policy, Access and Equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, marital status, or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

MITT will ensure that disadvantaged groups are treated fairly, and adjustments are made, where necessary, to be able to participate in the services provided by MITT. Disadvantaged groups include:

- a. People with a disability
- b. Aboriginal and Torres Strait Islanders
- c. Women
- d. People from non-English speaking backgrounds
- e. People in rural and remote areas
- f. Long term unemployed

MITT will apply the following Access and Equity principles:

1. Equity for all students, and potential students, through the fair and appropriate allocation of resources
2. Equality of opportunity for all students, and potential students, without discrimination
3. Access for all students, and potential students, to appropriate quality training and assessment services
4. Increased opportunity for students, and potential students, to participate in training

Equity does not mean treating all students, and potential students, in the same way; but, means ensuring that all groups of people, who wish to become students of MITT, participate and benefit to the same level in respect to entering and participating in a course.

MITT will ensure that the principles and requirements of the following Acts are implemented—

- a. Age Discrimination Act 2004
- b. Australian Human Rights Commission Act 1986
- c. Disability Discrimination Act 1992
- d. Racial Discrimination Act 1975
- e. Sex Discrimination Act 1975
- f. Equal Opportunity Act 2010 (VIC)

## Policy

### 1. Access and equity

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- 1.1 The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behavior.
- 1.2 All students will receive fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, sexual preference, marital status or physical behavior. The treatment will include the decisions made in respect to selecting a person to be a student of MITT, and in the training and assessing of all students.
- 1.3 A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students. This could be a consideration that would be taken into account, for example, where a placement was a compulsory component of the course.
- 1.4 All trainers/assessors are responsible to observe and be advocates for the policy.
- 1.5 The CEO will ensure that all staff are aware and understand the policy.
- 1.6 All policies and procedures of MITT will be consistent with the principles and aims of this policy.
- 1.7 Any breach of this policy MUST be reported to the CEO

## 2. Fair treatment and equal benefits and opportunities

- 2.1 MITT has open, fair and transparent procedures that are based on set criteria for making decisions about the selection of persons who seek to enroll in a MITT course and the treatment of students undertaking a course of study at MITT.
- 2.2 MITT will ensure that adjustments are made for students, and potential students, who have disabilities or other reasons why they have difficulties with some aspects of the training and assessment. For example, people with linguistic and/or numeracy problems will be provided with additional support to overcome these problems. The Course-Co-Coordinator may decide to allow such students, and students who have difficulties in handing in assessments on time, additional time to complete the course. Adjustments will also be made, where possible, to assist blind or deaf persons who wish to undertake a course at MITT.
- 2.3 MITT will also make adjustments, where possible, for international students who, although they have the appropriate IELTS score, have difficulty in preparing assessments and understanding some aspects of the course. Any adjustments will, however, have to be consistent with the requirements of the Course Progress Policy.
- 2.4 MITT will take steps to encourage people from culturally and linguistically diverse background, Aboriginal and Torres Strait Islander students and people with diverse academic, work and life experiences to enroll in a MITT course.
- 2.5 MITT ensures that all relevant information for students to make informed decisions is available on the website, in the student handbook and the course brochures.
- 2.6 MITT has the following policies and procedures in place to ensure that all current and prospective students are treated in a fair and equitable manner with all academic and non-academic matters and provide equal benefits and opportunities:

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- a. Enrolment policy and procedure
- b. Complaints and appeals policy and procedure for domestic and international students
- c. Course Progress policy and procedure
- d. Misconduct policy and procedure
- e. Fees, charges and refunds policy and procedure
- f. Dismissal, Termination and Cancellation policy
- g. RPL and CT policy and procedure
- h. Privacy policy and procedure.

**Procedure**

Any breach of the access and policy must be reported in accordance with the complaints and appeals policy and procedure. If no complaint is lodged, but MITT becomes aware of a possible breach, the CEO will ensure that the matter is properly investigated and resolved.

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## Privacy Policy

MITT is committed to respecting the privacy of all personal information as well as complying with the relevant state and federal principles on privacy, including the 13 Australian Privacy Principles. This policy explains how we manage personal information in relation to these principles.

This policy applies to all collection, use, disclosure, storage and destruction of Personal or Health Information by MITT.

### Types of personal Information collected and held:

MITT collects and holds information from staff and students at the time of employment or enrolment which may include:

- Date of Birth and Gender
- Contact information such as place of residence, postal address, phone number and email address
- Emergency Contacts
- Prior education
- Employment History or Status
- Country of Birth and Language Spoken
- Disabilities

### How information is collected and held:

This information collected will be obtained only by lawful means via:

- Student enrolment forms;
- Employee contract;
- Interviews, assessments, and training sessions;
- Resumes, references, and additional information provide the company;
- Former employers, educational institutions, and professional and/or regulatory bodies;
- Workplace complaints received about students involved in on-the job training;
- Workplace accidents in which students in on-the job training are involved;

Student information is stored on the Student Management System and the enrolment form can be found on the file server as a scanned PDF document. Staff records are kept on file in the Administration office.

### The purpose for collecting and holding and disclosing personal information:

In connection with providing our services we need to collect and disclose personal and sensitive information. The reason is to enable us to:

- Identify and manage our relationships with students;

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- Maintain quality course and assessment development;
- Ensure quality business planning;
- Market our services appropriately;
- Distribute information about various opportunities to our students;
- To meet MITT's obligations to state and federal government bodies;
- To ensure relevant contact can be made in an emergency.

In some instances, if the information we seek is not provided we may not be able to fully assist with the application.

We destroy unused personal identifiable information via a secure manner.

**How an individual may access and correct personal information:**

Where legally possible, personal information held by MITT about an individual may be accessed by that person upon request to the student administration manager. We endeavour to ensure all of our information about an individual is accurate and current, but if inaccuracies are identified by the individual we will take appropriate steps to correct the information. An access fee may be charged to cover our costs of providing this information to you. All requested information will be provided within 30 days from receipt of the request.

**How an individual may complain about a breach of the Australian Privacy Principles:**

If a person feels that there has been a breach of privacy principles, they may request a hearing with the General Manager to discuss their situation and resolve the issue in an appropriate manner.

**Disclosure of personal information, including to overseas recipients:**

We will only use personal information for:

- The main purpose of our business;
- Development of our products and services;
- Other purposes where you would reasonably expect us to use this information;
- Where written consent is given by you to it being used for another purpose; and
- When required to do so by law;

In order to fulfil the above, we may release your personal information to third party whom we have a business relationship with, such as:

- Contractors;
- Suppliers;
- Potential employers;
- Actual employers;
- Where we have a legal obligation to provide such information to specific groups.

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In the event of your illness or injury, we may use or disclose your health information to any medical or first aid provider for the purposes of administering assistance to you. We may also disclose such information for any other purpose if it relates to the safe conduct of the workplace.

We will not disclose personal information to a person outside of Australia unless that person or body is legally obliged to protect the individual's privacy under equivalent or higher privacy legislation than ourselves.

### Availability of Privacy Policy

MITT provides its privacy policy to all students and interested parties free of charge.

### Anonymity

MITT will only allow staff or students the option of not identifying themselves when entering transactions with us wherever it is lawful and practicable.

### Collection of Sensitive Information

MITT will only collect sensitive information from a student with their signed consent. This is either through a student enrolment form or employment contract.

### Marketing Communications

MITT will not forward contact details on to a 3<sup>rd</sup> party for direct marketing purposes, however we may use a person's contact details to inform them of upcoming events of interest. If any person wishes not to receive these communications, they will have the option to opt out of further contact.

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## Legislation

You may need to be aware of the legislation listed below while studying a course with MITT

You will be provided with an explanation log of the legislation from the head office on request to [info@Mitt.vic.edu.au](mailto:info@Mitt.vic.edu.au)

Name of relevant legislation	Web link
Age Discrimination Act 2004	<a href="http://www.comlaw.gov.au/Details/C2012C00907">http://www.comlaw.gov.au/Details/C2012C00907</a>
Australian Human Rights Commission Act 1986	<a href="http://www.comlaw.gov.au/Details/C2013C00080">http://www.comlaw.gov.au/Details/C2013C00080</a>
Racial Discrimination Act 1975	<a href="http://www.comlaw.gov.au/Details/C2013C00013">http://www.comlaw.gov.au/Details/C2013C00013</a>
Sex Discrimination Act 1984	<a href="http://www.comlaw.gov.au/Details/C2013C00012">http://www.comlaw.gov.au/Details/C2013C00012</a>
Workplace Gender Equality Act 2012	<a href="http://www.comlaw.gov.au/Series/C2004A03332">http://www.comlaw.gov.au/Series/C2004A03332</a>
Disability Discrimination Act 1992	<a href="http://www.comlaw.gov.au/Details/C2013C00022">http://www.comlaw.gov.au/Details/C2013C00022</a>
Disability Discrimination Act – Education Standards 2005 <i>Act No. 19 of 2005</i> <i>An Act to amend the Disability Discrimination Act 1992, and for related purposes</i>	<a href="http://www.comlaw.gov.au/Details/C2005A00019">http://www.comlaw.gov.au/Details/C2005A00019</a>
Copyright Act 1968 <i>Act No. 63 of 1968 as amended</i> <i>Copyright Amendment Act 2006</i>	<a href="http://www.comlaw.gov.au/Details/C2010C00476">http://www.comlaw.gov.au/Details/C2010C00476</a> <a href="http://www.comlaw.gov.au/Details/C2006A00158">http://www.comlaw.gov.au/Details/C2006A00158</a>
Corporations Act 2001	<a href="http://www.comlaw.gov.au/Details/C2013C00003">http://www.comlaw.gov.au/Details/C2013C00003</a>
Corporations Regulations 2001	<a href="http://www.comlaw.gov.au/Details/F2012C00851">http://www.comlaw.gov.au/Details/F2012C00851</a>
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	<a href="http://www.comlaw.gov.au/Details/C2012C00896">http://www.comlaw.gov.au/Details/C2012C00896</a>
Fair Work Act 2009 Act No. 28 of 2009 as amended	<a href="http://www.comlaw.gov.au/Details/C2013C00070">http://www.comlaw.gov.au/Details/C2013C00070</a>
Fair Work Regulations 2009	<a href="http://www.comlaw.gov.au/Details/F2013C00049">http://www.comlaw.gov.au/Details/F2013C00049</a>
Financial Management and Accountability Act 1997	<a href="http://www.comlaw.gov.au/Details/C2012C00510">http://www.comlaw.gov.au/Details/C2012C00510</a>
Freedom of Information Act 1982	<a href="http://www.comlaw.gov.au/Details/C2012C00904">http://www.comlaw.gov.au/Details/C2012C00904</a>

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Income Tax Assessment Act 1997	<a href="http://www.comlaw.gov.au/Details/C2013C00082">http://www.comlaw.gov.au/Details/C2013C00082</a>
National Vocational Education and Training Regulator Act 2011	<a href="http://www.comlaw.gov.au/Details/C2012C00744">http://www.comlaw.gov.au/Details/C2012C00744</a>
National Vocational Education and Training (Consequential Amendments) Act 2011	<a href="http://www.comlaw.gov.au/Details/C2011A00014">http://www.comlaw.gov.au/Details/C2011A00014</a>
Data Provision Requirements 2011 legislative instrument Data Provision Requirements 2012.	<a href="http://www.comlaw.gov.au/Details/F2013L00160">http://www.comlaw.gov.au/Details/F2013L00160</a>
Privacy Act 1988	<a href="http://www.comlaw.gov.au/Details/C2012C00903">http://www.comlaw.gov.au/Details/C2012C00903</a>
Safety, Rehabilitation and Compensation Act 1988	<a href="http://www.comlaw.gov.au/Details/C2012C00799">http://www.comlaw.gov.au/Details/C2012C00799</a>
Standards for VET accredited courses	<a href="http://www.comlaw.gov.au/Details/F2011L01330">http://www.comlaw.gov.au/Details/F2011L01330</a>
Superannuation Act 1976	<a href="http://www.comlaw.gov.au/Details/C2013C00038">http://www.comlaw.gov.au/Details/C2013C00038</a>
Australian Consumer Law 2011	<a href="http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm">http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm</a>
Work Health and Safety Act 2011	<a href="http://www.comlaw.gov.au/Details/C2011A00146">http://www.comlaw.gov.au/Details/C2011A00146</a>
National Occupational Health and Safety Commission (Repeal, Consequential and Transitional Provisions) Act 2005	<a href="http://www.comlaw.gov.au/Details/C2005A00135">http://www.comlaw.gov.au/Details/C2005A00135</a>
Work Health and Safety (Transitional and Consequential Provisions) Act 2011	<a href="http://www.comlaw.gov.au/Details/C2011A00146">http://www.comlaw.gov.au/Details/C2011A00146</a>
Social Security Act 1991	<a href="http://www.comlaw.gov.au/Details/C2013C00081">http://www.comlaw.gov.au/Details/C2013C00081</a>
Vocational Education and Training Funding Amendment Act 2001	<a href="http://www.comlaw.gov.au/Details/C2004A00855">http://www.comlaw.gov.au/Details/C2004A00855</a>

### Feedback procedure for Continuous Improvement

You will be contacted by MITT to provide feedback at various points during your course with us.

Your trainer will provide you with feedback forms at the end of every unit and there will be a course end feedback as well which will include the feedback about full course, trainer, training facilities, practical placement.

Please take the time out to fill out the any forms provided. Your feedback is important to us and helps us improve our training and services.

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