

NMA

**/ TRAINING
ACADEMY**

STUDENT HANDBOOK MANUAL



TABLE OF CONTENTS

Student Handbook Manual	1
Acknowledgment to the country.....	5
MA Training Academy	5
About this booklet	6
Vision	6
Mission	6
Values	6
Partnership	6
Empathy	7
Innovation	7
Accountability	7
Progressive.....	7
Agility	7
Finding us.....	7
Parking.....	7
Public transport.....	8
Refreshment options	8
Courses we offer	8
Currency of Training Products / Services Provided	8
Our trainers.....	9
Our students.....	9
Unique Student Identifier.....	9
Enrolment.....	10
Language, literacy & numeracy skills	11
Student entry requirements (age).....	11
Recognition of your existing skills & knowledge.....	12
What is recognition?	12
Recognition guidelines	12
Forms of evidence for recognition	13
Forms of evidence toward recognition may include:	13
What is national recognition (commonly known as credit transfer)?.....	13

Evidence requirements.....	13
National recognition guidelines	14
Your safety	14
Electrical equipment	14
Fire safety	15
First aid	15
Lifting.....	15
Work and study areas	15
Your equity	15
Your privacy	16
Fees and refunds.....	17
Fees payable	17
Student cancellation	17
Replacement of resources & other training materials i.e., workbooks.....	17
Refunds.....	17
Payment methods.....	18
Transfers	18
Our guarantee to clients	18
Access to your records	18
Continuous improvement.....	19
Suggesting improvements	19
Learner satisfaction survey	19
End of class survey	19
Assessment	19
Principles of assessment	20
Assessment Rules of Evidence.....	20
Re-assessment	21
Plagiarism and cheating.....	21
Discipline.....	22
Professional behaviour	22
Making complaints & appeals	22
What is a complaint?	22
What is an appeal?	22
Early resolution of complaints & appeals.....	23
Complaint and appeals handling	23

Review by an independent person	24
Review by an external agency	24
Legislative and Regulatory Responsibilities.....	24
National Vocational Education and Training Regulator Act 2011	25
National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020	25
Standards for Registered Training Organisations (RTOs) 2015.....	26
Work Health and Safety Act 2011	26
Privacy Act 1988	27
Disability Discrimination Act 1992	27
Sex Discrimination Act 1984	27
Age Discrimination Act 2004	28
Racial Discrimination Act 1975	28
Copyright Act 1968	28
Fair Work Act 2009	29
Consumer rights.....	29
Victoria Police Licensing and Regulation Division (LRD).....	30
NSW Police Force Security Licensing & Enforcement Directorate.....	30
Student support, welfare and guidance	31
Flexible delivery and assessment procedures.....	31
Reasonable adjustment.....	32
Support services	32
Emergency services	33
State and territory emergency services.....	34
Traineeships.....	34
Policies and Procedures	34
Changes to terms and conditions	34
Attachment A.....	34
Privacy Notice	34
Surveys	35
Contact Information.....	36
Version Control	37

Acknowledgment to the country

We respect and honour Aboriginal and Torres Strait Islander elders' past, present and future. We respect the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land, and we pledge to work together to building a brighter future.

MA Training Academy

MA Training Academy (RTO No. 40834) is part of MA Services Group an Australian owned leading security and facilities management company employing 2000+ service personnel across Australia.

MA Training Academy specialises in delivering security and industry-specific training with the benefit, experience and expertise of MA Services Group. Our priority is to equip our industry and students with the skills and knowledge they need to ensure safety and protection for our community, clients and people, creating career pathways for entry level workers and providing a great platform for up-skilling our industry colleagues and clients.

We are a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA). It is our responsibility to provide our students and clients with high quality training and assessment services delivered in compliance with the Standards for RTO's 2015 and we are responsible for the issuance of AQF (Australian Qualifications Framework) certification to our learners.

We have training campuses in Melbourne and Sydney that are easily accessible and have up-to-date facilities and amenities. MA Training Academy has a team of qualified professionals, experts and competent trainers, all committed to providing industry best practice training where people matter most.



About this booklet

This booklet is designed to provide you with information about our services and commitment to a secure, fair, and supportive environment to participate in training and assessment. This manual does not contain specific information about an MA Training Academy course. Our course brochures, which are provided separately, contain this information.

Vision

Our vision is to improve the skills, knowledge and safety of those within our industry.

**GREAT TRAINING.
GREAT OPPORTUNITIES.**

Mission

Our priority is to provide our industry with the skills and knowledge they need to ensure safety and protection for our community, clients, and people. We strive to create career pathways for entry level workers and provide a great platform for our industry colleagues to upskill and maintain professional development in a progressive and dynamic industry.

Values

We demonstrate our values in our interactions with stakeholders, industry, learners, and colleagues. In recognition of our vision and mission, we believe in:

Partnership.

Our partners are our students, clients, team members and internal colleagues. Through strong partnerships we build great relationships and shared understanding with a collective focus to make lasting learning outcomes for our industry partners.

Empathy.

Empathy drives our relationships with our partners. We are committed to understanding other perspectives and this plays an important role in how we communicate and how we teach and support our students to provide great learning experiences.

Innovation.

We are committed to ongoing innovation in our industry and in our training practices to ensure our students and our community are equipped with the most up to date industry and safe practices, skills, and knowledge.

Accountability.

We take our responsibility seriously and are committed to organisational excellence with strong compliance, governance, and business acumen.

Progressive.

We aim to be progressive and provide to our partners with new and interesting learning experiences with a strong commitment to continuous improvement systems that enhance training and assessment outcomes.

Agility.

We have the experience and know-how to be agile, to respond to innovation and changes in our industry and lead the development of skills and knowledge required by our learners and clients to keep up with industry demand.

Finding us

Our Head Office is located at Unit 4 / 15-21 Butler Way, Tullamarine VIC 3043 and we conduct our training courses at our training facilities below. Please refer to our website to find out which courses are delivered at each location www.matrainingacademy.com.au

- Unit 2/15-21 Butler Way, TULLAMARINE VIC 3043
- Unit 1/468-470 Victoria Street, WETHERILL PARK NSW 2164

Training and can also be delivered at various locations throughout Australia.

Parking

If you're driving to our campus, you can park on the side streets or in the off-street parking lots nearby.

Public transport

Our campus in Tullamarine is accessible by public transport bus route 482 connecting to and from Tullamarine Airport to Airport West and tram and bus links to Melbourne.

Our campus in Wetherill Park is accessible by bus T80 from Parramatta train station or via bus 800 from Fairfield train station.

Refreshment options

If you need lunch, a snack, or a drink while visiting our campus, we are centrally located and are surrounded by takeaway shops, cafes, and restaurants, so you will have lots of options. On campus, there is a kitchenette with refrigerators and microwaves, as well as other dining places nearby.

Courses we offer

At MA Training Academy we offer a number of accredited and non-accredited courses via face-to-face delivery, eLearning and live online training. We deliver the following nationally recognised qualifications/ courses:

- CPP20218 Certificate II in Security Operations
- CPP40719 Certificate IV in Security Management
- SITHFAB002 Provide responsible service of alcohol
- SITHGAM001 Provide responsible gambling services (NSW only)
- HLTAID011 Provide first aid

Currency of Training Products / Services Provided

Please consult MA Training Academy website <https://matrainingacademy.com.au> for current information on our course offerings, training calendar and course details. Information on training products and our current scope can be found at: <https://training.gov.au/Organisation/Details/40834>

Our trainers

MA Training Academy trainers are industry experts, they not only have extensive experience they also know how to deliver training that is engaging, fun and interesting.

Our trainers actively work in the industry to ensure their knowledge is current and they participate in ongoing professional development ensuring our students and clients get the best possible training experience and knowledge development.

When you study with MA Training Academy, your trainer and assessors will be there to help you during your course and answer any training or industry-related questions you may have.

Our students

We are committed to providing our students with the best learning experience and as a student at MA Training Academy we expect you:

- To contribute to learning harmoniously and positively irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To comply with the rules and regulations of MA Training Academy.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your progress by ensuring that assessment deadlines are observed.
- To utilise facilities and MA Training Academy publications with respect to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and MA Training Academy staff members and their right to privacy and confidentiality.

Unique Student Identifier

From 1 January 2015, you need a Unique Student Identifier (USI) if you're studying nationally recognised training in Australia. Your USI is linked to an online account that contains all of your training records and results (transcript) since January 1, 2015.

You will frequently be asked to present your training records and results (transcript) when applying for a job or enrolling in further education. The ability to provide students with simple access to their training data and outcomes (transcript) throughout their lives is one of the key advantages of the USI. You can log in to your USI account at any time using a computer, tablet, or smartphone.

More information on the USI can be found at: <https://www.usi.gov.au/students/usi-support-materials>

It's free and easy to create your own USI and will only take a few minutes of your time. We are happy to assist students in acquiring a USI number if needed.

Enrolment

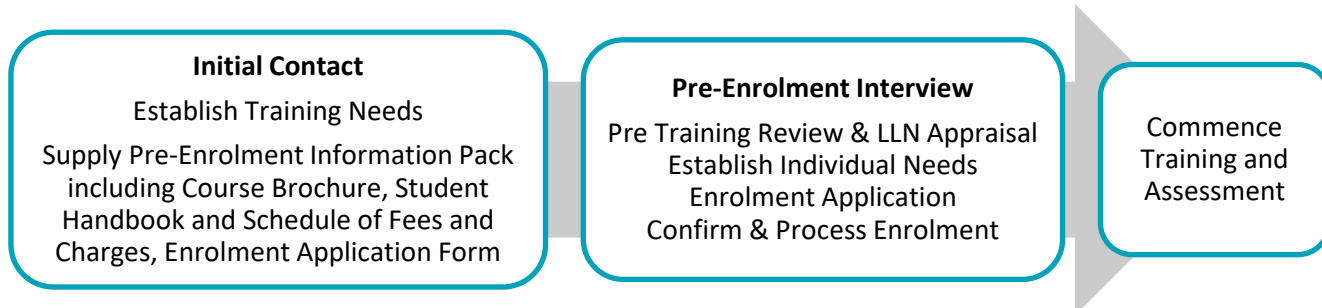
Our approach to enrolment and induction at MA Training Academy is to provide a pathway for students to make informed decisions about their training and assessment, and to enrol in a training pathway that is a good fit for the student and their current or future employer.

We will endeavour to understand your training requirements to ensure our services are suitable and appropriate for your needs and we will provide you with comprehensive information to enable informed decision around your training pathways.

During the registration process, we aim to determine your needs and to confirm you meet any requirements of your selected learning pathway and to determine any support services required. This will include pre-training review (PTR) and language, literacy and numeracy (LLN) appraisal which helps confirm you meet the Australian core skills framework requirements (ACSF) level for the course and help us find the best learning and assessment strategies for you. As required, we will also seek to understand your digital literacy skills to confirm you have the skills and knowledge to undertake any courses that involve eLearning or distance learning.

This process also aids in finding skills recognition and credit transfers when applying for a nationally recognised course. As a result, it's a good idea to let MA Training Academy know about any courses you've taken that are relevant to the training you're applying for.

MA Training Academy's enrolment process:



Language, literacy & numeracy skills

Almost all fields of work require language, literacy, and numeracy skills. This is particularly apparent in many occupations where language, literacy, and numeracy skills affect workplace tasks like measuring, weighing, and understanding is written job instructions.

To support this approach MA Training Academy will:

- Assess a student’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the details of the language, literacy and numeracy assistance available
- Refer students to an external language, literacy and numeracy support services that are beyond the support available within MA Training Academy and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Student entry requirements (age)

MA Training Academy asserts a general minimum age policy for course applicants, unless specified in the specific course entry requirements as it may relate to licencing or specific legislation the following applies.

Age	Procedure
18 and over 18 years of age	Enrol per standard enrolment procedure
17 years of age	Enrol per standard enrolment procedure A parent or guardian must complete the Parent or Guardian Consent Form
14 - 16 years of age	A verification call from the CEO will occur to determine suitability for the course prior to enrolment Enrol per standard enrolment procedure A parent or guardian must complete the Parent or Guardian Consent Form
Under 14 years of age	May not enrol

All students under 18 years of age who are training with MA Training Academy have a right to feel and be safe. We want children to be safe, happy and empowered; MA Training Academy supports and respects all children and is committed to the safety, participation and empowerment of all children.

Ref. MA Training Academy Child Protection Policy on our website.

Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, MA Training Academy provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or qualification that are not included in MA Training Academy's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

Forms of evidence for recognition

The recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- The third-party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with some evidence items, the candidate will start to provide a strong case for competence. MA Training Academy reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy the level of a candidate's current competence.

What is national recognition (commonly known as credit transfer)?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to MA Training Academy. These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only, which are certified as a true copy of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competency or qualification which are not included in the MA Training Academy scope of registration.
- Students are encouraged to apply before commencing a training program for national recognition. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and MA Training Academy does not receive any funding when national recognition is granted.

National recognition may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition of prior learning.

Your safety

MA Training Academy is committed to providing a secure environment for you to participate in training and assessments. We are aware of our obligations to ensure a safe workplace under the Work Health and Safety Act of 2011.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your actions
- No smoking at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of alcohol within training and assessment facilities or during the conducted hours of training and assessment
- Keep training and assessment areas neat and tidy at all times
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to MA Training Academy staff.
- Electrical work should only be performed by appropriately licensed or trained personnel.
- Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- MA Training Academy will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each venue for each training and assessment event and users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers.
- Users will consult available maps to determine their location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by MA Training Academy unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

MA Training Academy is committed to maintaining a discrimination-free and harassment-free training and assessment environment. Discrimination and harassment will not be permitted under any circumstances by any employee of the MA Training Academy (including contractors). If it is discovered that discrimination or harassment has occurred, disciplinary action will be taken against any employee who violates this policy. Any suspected criminal activity shall be reported to the authorities as soon as

possible. Students should expect MA Training Academy staff members to be fair and polite, and we follow the Australian Human Rights Commission's (Human Rights and Equal Opportunity Commission - HREOC) complaint processing processes.

Students who believe they have been harassed or discriminated against should report it to a member of the MA Training Academy staff they trust. This will start a fair and transparent complaint processing procedure that will protect your rights as a complainant. If a student desires to report a case of discrimination or harassment to an organisation outside of MA Training Academy, they should call the HREOC Complaints info line at 1300 656 419.

Your privacy

MA Training Academy is committed to protecting students' privacy and follows all applicable laws. The Privacy Act 1988 and the Australian Privacy Principles are two of them. Please refer to Attachment A for copy of our student privacy notice and our privacy policy is available on our website.

Ref. MA Training Academy Privacy Policy.

Here's what you need to know:

- MA Training Academy will retain personal information about you relating to your enrolment with us. This includes your details, your ethnicity and individual needs, your educational background. We will also retain records of your training activity and we are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our secure server.
- MA Training Academy is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your details electronically for 30 years from the date of your course completion. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, MA Training Academy will seek the written permission of the student for such disclosure. MA Training Academy will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that MA Training Academy is retaining that relates to you.

- If you have concerns about how MA Training Academy is managing your personal information, we encourage you to inform our staff and discuss your concerns. Under the Privacy Act 1988, you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

Fees and refunds

MA Training Academy has the right to collect fees for items or services given to students enrolled in a course. These fees are usually for course materials or textbooks, as well as student services, training and assessment services.

Fees payable

When a student receives a confirmation of enrolment, fees are due. Before commencing training, the fee must be paid. If fees are not paid on time, MA Training Academy may stop providing training. Please obtain a copy of the MA Training Academy schedule of fees and charges for a complete list of current fees and charges. Payment plans may be available under certain circumstances, please refer to our schedule of fees and charges for further information.

Student cancellation

Students who withdraw from a training program midway through must notify MA Training Academy in writing through email or letter as soon as possible. Students who withdraw from a training program after it has commenced will not be eligible for a refund. Students should consider other choices, such as requesting a suspension of their enrolment and resuming in another scheduled training program.

Replacement of resources & other training materials i.e., workbooks

Students who need to replace provided textbooks or training workbooks will be charged a fee to cover the cost of the replacement. Please see the MA Training Academy schedule of fees and charges for a complete list of replacement prices.

Refunds

Students who withdraw from a training program seven days before the start date will receive a full refund of the fees paid. If a student cancels a course less than 7 days before the start date, the student will receive a 75% return of the fees paid. The fee kept by MA Training Academy (25%) is needed to pay the costs of staff and resources that have already been committed based on the student's initial intention to participate in the training.

Students who withdraw from a training course after it has begun will not be eligible for a refund.

If a student quits after purchasing a text or training workbook, MA Training Academy will not refund the cost of the text.

In the event of unanticipated situations or natural disasters, such as a COVID19 lockdown, MA Training Academy will inform students and do their utmost to accommodate them using all available and permitted (by law) resources. In certain cases, refunds may or may not be available, depending on the circumstances.

Payment methods

MA Training Academy accepts payment for fees using:

- Credit card (online or by phone)
- Bank Transfer or Direct deposit

Transfers

If MA Training Academy is notified in writing more than 10 working days before the course commencement date and there is availability on the specified course, requests for transfers/reschedule to other programs or course commencement dates can be accommodated. MA Training Academy must be notified in writing at least 10 working days before the intended start date for one transfer to be accepted without charge. There will be an administration fee for all subsequent transfers (refer to the schedule of fees and charges).

Our guarantee to clients

MA Training Academy must offer a full refund for any services not provided if it is unable to fulfil its service agreement with a student for any reason, including cessation of operations. In that case, MA Training Academy is liable to issue the statement of attainment for all the units satisfactorily completed by the student.

Access to your records

On request, you have the right to see your student file, as well as your learning and assessment records. You may need these to track your training progress or merely to double-check anything from a previous training module. While MA Training Academy will keep this data, you are welcome to access them at any time by contacting your trainer or MA Training Academy employees.

Only records and reports pertaining to you personally are accessible through our student management system. Access to requested records will be arranged as soon as practicable throughout the workday. Students should be aware that until a copy is requested, this data cannot be taken away. MA Training

Academy retains the right to impose a one-time printing fee if printed hard copies are requested (refer to the schedule of fees and charges). Viewing records at our office is free of charge. Please contact MA Training Academy to gain copy of our Student Records Request Form.

Continuous improvement

MA Training Academy is dedicated to improving our training and assessment services, as well as our student services and management systems. Our attitude to continuous improvement, as well as the techniques we use to accomplish systematic and sustainable progress, are at the foundation of this commitment.

Suggesting improvements

The continuous improvement reporting approach is the most common way for students to report opportunities for improvement. This protocol allows anyone to submit a Continuous Improvement Report to the Continuous Improvement Committee for review. These reports are frequently created after a staff member or student has recognised an area for improvement. MA Training Academy encourages students to offer feedback so that we can enhance our services in the future.

Learner satisfaction survey

A Learner Satisfaction Survey will be given to you at the end of your training program (via email). This is a nationally consistent survey instrument for students to provide feedback on their experience with an RTO and completing nationally recognised training. MA Training Academy relies on you to complete and submit this survey so that we can continue to improve our services and report this information to our registering authority. Your help in compiling survey data is greatly appreciated.

End of class survey

MA Training Academy may request you to provide your valuable feedback through our internal end of the class survey, this survey helps us with the continuous improvement process.

Assessment

At MA Training Academy assessment is conducted using a combination of written knowledge assessment, research tasks, case studies, work logbook, supervisor feedback and workplace observation.

The following is a quick rundown of the most common assessment method:

Written knowledge assessment: The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

Research tasks: The student is required to research within their workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

Case study response: The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then propose their recommended actions.

Workplace logbook: The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks that are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

Supervisor feedback: The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

Workplace observation: The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Assessment Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. Additional training and learning support will be provided to these students to target their specific knowledge and/or skill gaps and prepare them for further assessment.

MA Training Academy's policy is to provide students and employers with the chance for additional training and re-assessment at no additional cost. Students who require further training and re-assessment after their opportunity has expired will be charged a fee for the additional training and re-assessment. Please refer to the current schedule of fees and charges to determine the re-assessment fee.

Students who require additional learning support should be brought to the attention of MA Training Academy management so that their progress may be constantly monitored and additional support services can be implemented well before a re-assessment charge is imposed. When students fail to demonstrate competence despite receiving extensive learning and assessment support, the mutual agreement might be used to determine a student's registration.

Plagiarism and cheating

Plagiarism is the act of misrepresenting another's ideas, interpretations, words, or creative works as one's own original work. Documents, both published and unpublished, designs, music, sounds, photos, photographs, computer codes, and ideas gained from group work are among them. Print and/or electronic media may contain these concepts, interpretations, words, or works.

You are responsible to:

- Submit work that is your own or that properly acknowledges the ideas, interpretations, words or creative works of others
- Avoid lending original work to others for any reason
- Be clear about assessment conditions and seek clarification if in doubt
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing
- Discourage others from plagiarising by observing the practices above.

Discipline

To maintain high-quality, professional training and assessment services, MA Training Academy makes every effort to practise cooperation and mutual respect in all internal and external dealings. Students are expected to behave similarly disciplined as a contribution to a functional learning environment and as a sign of respect for staff and other students.

Professional behaviour

Any trainer or staff member who is dissatisfied with a student's behaviour or performance has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to do so by following the MA Training Academy complaint procedure.

All staff, including management and students, are expected to have a professional and ethical working relationship with one another. Breach of the disciplinary standards will result in a discussion between the relevant trainer and the MA Training Academy, followed by appropriate action.

Making complaints & appeals

MA Training Academy is committed to offer fair and transparent complaints and appeals procedure that includes, if necessary, access to an independent third party.

What is a complaint?

A complaint is negative feedback about the training facility, services, staff or another student, which has not been resolved locally. A complaint may be received by MA Training Academy in any manner, and it is not necessary for the complainant to formally document the issue for it to be addressed.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the

decision or finding in dispute. Appeals must be submitted to MA Training Academy within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

Issues that develop during training and assessment that cause dissatisfaction or are a cause of conflict should be handled between the parties concerned as soon as possible. It may not always be possible, and in these circumstances, you are invited to come forward and tell us about your concerns, knowing that you will be treated fairly and confidentially.

Complaint and appeals handling

MA Training Academy applies the following principles to its complaints and appeals handling:

- A written record of all complaints is to be kept by MA Training Academy including all details of lodgement, response and resolution. MA Training Academy will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided with an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided with a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where MA Training Academy's Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, MA Training Academy will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of MA Training Academy and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.
- MA Training Academy shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No MA Training Academy representative will disclose information to any person without the permission of MA Training Academy's Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.

- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Review by an independent person

MA Training Academy provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. To facilitate this, MA Training Academy will engage a suitably qualified and experienced VET consultant to provide this review impartially on behalf of the student.

Review by an external agency

- Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by MA Training Academy, they are to have the opportunity for a body that is independent of MA Training Academy to review his or her complaint or appeal following the internal completion of complaint or appeals process.
- Students who are not satisfied with the process applied by MA Training Academy may refer their grievance to the following external agencies:
- Unresolved complaints may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form available at <https://www.asqa.gov.au/complaints>
- Students are to be advised that ASQA will require the student to have exhausted all avenues through MA Training Academy internal complaints handling procedure before taking this option.
- Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.

Ref. MA Training Academy Compliant and Request for Appeal of a Decision Forms on our website.

Ref. MA Training Academy Complaints and Appeals Handling Policies on our website.

Legislative and Regulatory Responsibilities

MA Training Academy is required to follow the law. This implies that we adhere to all legislative and regulatory standards. A list of key Acts that MA Training Academy has identified as having compliance obligations may be found at the following links. They also symbolise your responsibilities as a student at MA Training Academy.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to you at training and in the workplace.

National Vocational Education and Training Regulator Act 2011

This legislation provides the basis for the regulation of Registered Training Organisations in Australia. The legislation also allowed for the establishment of the National VET Regulator who is the registration authority for RTOs. A core component of this legislation is that it defines the conditions for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating and complying with directions given by the National VET Regulator

National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

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

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

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

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

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

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

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

Standards for Registered Training Organisations (RTOs) 2015

The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study
- ensure RTOs operate ethically and consider the needs of both students and industry

Work Health and Safety Act 2011

The main objective of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or particular types of substances or plants.

The WHS Act covers workers by providing nationally uniform, work health and safety laws. This includes employees, contractors, sub-contractors, out workers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also protects the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of the Australian Privacy Principles is to ensure businesses and government agencies manage personal information openly and transparently.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether or not the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination (1) For this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodations or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objectives of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving the dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objectives of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, like the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce.
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour, descent, nationality or ethnic origin
- make unlawful, discrimination against people based on their race, colour, descent, nationality or ethnic origin.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies with fair dealing copying for research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

Consumer rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with MA Training Academy should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, MA Training Academy will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective student to know what he/she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

For more information refer to:

- www.treasury.gov.au/Policy-Topics/Consumer

- www.consumerlaw.gov.au

Victoria Police Licensing and Regulation Division (LRD)

In relation to security licencing MA Training Academy will inform students of the relevant State legislative and regulatory requirements as it relates to their chosen area of study.

It is critical that students familiarise themselves with these requirements prior to committing to relevant training. The link below will provide information for licencing in Victoria and we note the following key points:

- As part of LRD's residency status requirements, those who are not Australian or New Zealand permanent residents, that their visa must be valid for 12 months and will provide them with entitlements to work in the security industry
- As part of Victoria Police's suitability reference requirements, the student's referees must have known the student for at least 12 months in Australia.
- Firearms licenses can only be issued to Australian citizens or permanent residents.
- If the student is not an Australian citizen or permanent resident, LRD will not endorse the student for sub-activities for Armed Guard or Cash in Transit.

Ref. <https://www.police.vic.gov.au/frequently-asked-questions-about-private-security>

NSW Police Force Security Licensing & Enforcement Directorate

In NSW the Security Licensing and Enforcement Directorate (SLED) administers and enforces the Security Industry Act 1997 and the associated Security Industry Regulation 2016.

This includes overseeing and determination of approved Registered Training Organisations to deliver Security Licence Courses (SLC) in NSW, ensuring compliance with security industry legislation and regulatory requirements including security licencing.

It is critical that students familiarise themselves with the requirements prior to committing to relevant training. The link below will provide information for licencing in NSW and we note the following key points.

To be eligible for a NSW security licence, you must meet suitability criteria required by security industry legislation. These fall into two main categories:

- General; and
- Criminal and Other Related History.

Within the general category some key requirements are outlined below:

- You need to be an Australian or New Zealand citizen, a permanent resident or have a visa that allows you to work in Australia. This does not include student or working holiday visas

- You need to be at least 18 years old
- If you are a temporary resident, you must provide a Police Clearance Certificate for every country you've lived in for more than 12 months outside of Australia in the past 10 years since you were 16 years old. If necessary, it must be translated into English, have been issued within the past 12 months and must be verified by that country's consulate or embassy in Australia
- You must have completed and passed the security licence course through a SLED-approved Registered Training Organisation.
- You need an NSW driver's licence or Transport for NSW (RMS) customer number.

Further probity and background checks will also be conducted that may affect your suitability. Please refer to the link below for more information.

Ref. [Security Licences - NSW Police Public Site](#)

Ref. [SLED - Am I Eligible for a NSW Security Licence?](#)

Student support, welfare and guidance

MA Training Academy will support all students in completing training using all available and reasonable methods.

Trainers must ensure that all students are aware that they can contact trainer or other members of the staff if they are having issues with any aspect of their training. Students will have access to all MA Training Academy resources to assist them achieve the required level of competency in their nationally recognised qualifications.

If a student experiences personal problems, training staff will encourage them to contact MA Training Academy, which will give discreet, personalised, and confidential support based on the nature of the difficulties.

If a student's needs exceed that MA Training Academy can provide in terms of support, they will be directed to an appropriate external agency. Students will be assisted in finding appropriate support by staff members and some of these welfare providers are listed below. Please note some are offered free of charge, some are user pay.

If a student needs assistance, they should call MA Training Academy Student Support at 1300 020 406 or send an email to info@matrainingacademy.com.au

Flexible delivery and assessment procedures

MA Training Academy recognizes that some people are better suited to learning through techniques other than traditional classrooms. A student who is having trouble learning and obtaining the necessary

results in the traditional environment may show significant improvements with relatively small changes to training and assessment methods.

Staff and administration recognise these differences among students and will make any required changes to their procedures to meet the demands of a diverse group of students. For example, if a student can verbally demonstrate competency, his or her inability to complete a written assessment will not be taken as an indication of incompetence.

Adjustments to training and assessment methods that are acceptable include, but are not limited to, having a trainer read assessment materials to students, recording a student's spoken responses to assessment questions, or enabling a student to sit alone in a different room for an assessment.

Staff will use every reasonable means at their ability to assist students meet the required competency standards. If a student's needs exceed that MA Training Academy can provide in terms of support, they will be directed to an appropriate external agency.

Reasonable adjustment

Adjustments that can be made to the ways evidence of student achievement is collected are referred to as reasonable adjustments. While acceptable improvements to how evidence of performance is gathered can be made, the evidence criteria for making competent/not yet competent determinations (and/or awarding grades) should not be changed in any way. That is, regardless of the group and/or individual being assessed, the expected standards should be the same; otherwise, standard comparability will be compromised.

Support services

Reading and writing

Reading and writing hotline:

- Phone: 1300 655 506
- The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support.

Adult Migrant English Program (AMEP)

- Website: <https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>

AMES Australia

- Telephone: 132 637
- Website: <https://www.ames.net.au/>

Counselling or mental health support

- Lifeline 13 11 14
- Beyond Blue 1300 22 4636

- Headspace [headspace National Youth Mental Health Foundation](#)
- Salvation Army Family Welfare Centres
- Kids Help Line [Kids Helpline | Phone Counselling Service | 1800 55 1800](#)

Financial or legal support

- Centrelink offers a range of social and health related services including but not limited to income support and employment assistance, child care and study assistance [Centrelink - Services Australia](#)
- Legal Aid [Victoria Legal Aid | Helping Victorians with their legal problems.](#)

Support on how to study

- [Study Tips | Study Techniques | Study Help | Youth Central](#)

Digital literacy support

- Digitallearn.org - Provides a range of basic computer skills training online. The site allow you to work through learning at your own pace and keeps things interesting with short videos [DigitalLearn](#)
- Learn My Way - Learn My Way also offers free computer skills training courses in the use of office programs, browsing the web and sending emails and managing your money online [Home | Learn My Way](#)
- Typing Club - A great free resources to help Improve your typing skills [Learn Touch Typing Free – TypingClub](#)
- Staying Safe Online - Stay Smart Online is information from the Australian Government providing simple advice on how to do this [ACSC Homepage | Cyber.gov.au](#)

Emergency services

000 The main emergency service number in Australia is Triple Zero (000). If you require immediate assistance from the police, fire, or ambulance services, dial 000.

You should only call 000 when:

- someone is seriously injured or in need of urgent medical help
- your life or property is being threatened
- you have just witnessed a serious accident or crime

106 Only a teletypewriter (TTY) or a deaf device can be used with One Zero Six (106) For those who are deaf or have a hearing or speech impediment, 106 is a text-based emergency service number.

If the issue is not urgent, MA Training Academy staff can find out the phone number for local police, fire, or ambulance service.

State and territory emergency services

The websites of the Emergency Service Organisations in your state or territory can be visited through the link below:

- Website: <https://www.triplezero.gov.au/triple-zero/regional-services>

Traineeships

MA Training Academy offers traineeships and apprenticeships as we recognise that apprenticeships and traineeships are an excellent way to train and develop new and existing employees. Because much of the training takes place in the workplace, the skills that an apprentice or trainee acquire are customized to the demands of an organisation. Employers may also be eligible for a variety of government financial incentives to help with the cost of hiring an apprentice or trainee. For more information please contact our office.

Policies and Procedures

MA Training Academy expects you to be familiarised with all the policies available at:

www.matrainingacademy.com.au and through our learning management system.

Changes to terms and conditions

MA Training Academy reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed seven (7) days before changes take effect.

Attachment A

Privacy Notice

Why we collect your personal information

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

If a student does not provide their personal information MA Training Academy will not be able to enrolment them as a student.

If a student does not agree to their information being shared by MA Training Academy may not be able to provide training and assessment services.

How we use your personal information

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

How we disclose your personal information

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

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

We are also authorised by law (under the NVETR Act) to disclose your personal information to:

- The relevant state or territory training authorities
- Apprenticeship Network Provider and Employer for those who are completing traineeships or apprenticeships.

How NCVER and other bodies handle your personal information

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

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

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

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Contact Information

At any time, you may contact MA Training Academy to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Our privacy policy can be found on our website www.matrainingacademy.com.au

If you need assistance, please call MA Training Academy Student Support at 1300 020 406 or send an email to info@matrainingacademy.com.au

MA Training Academy will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and all MA Training Academy's policies and protocols (including those published on our website) at:

<http://matrainingacademy.com.au/>

Version Control

Version No.	Date Reviewed	Approved By	Summary of Changes	Next Reviewed
1.0	31/01/2022	Fiona McLean, General Manager	Change of Management and documents created.	31/01/2023