



**MASTER  
ELECTRICIANS  
TRAINING**

**STUDENT HANDBOOK**

**2017**

**RTO 5311**

Master Electricians Australia is a Registered Training Organisation, which endeavours to provide you with the best possible service and training. This Handbook outlines the policies and responsibilities you should be aware of when participating in a training course at Master Electricians Australia.

If you do have any questions about information contained within, please do not hesitate to contact the Master Electricians team for more information.

### **Master Electricians**

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Learners are required to be familiar with the training policies and procedures contained within the handbook. If learners do not understand or require further clarification of any information regarding their training, it is the learner's responsibility to contact ME Training.

## Code of practice

1. ME Training staff will provide and maintain a professional training service, which will safeguard the interests and welfare of learners.
2. ME Training will provide quality training facilities and use appropriate methods and materials.
3. ME Training will honour our commitments to you.
4. ME Training will have a fair and equitable Refund Policy.
5. ME Training will promote and market our courses with integrity, accuracy, and professionalism.
6. ME Training will provide accurate, relevant, and up-to-date information to learners prior to commencement of training.
7. ME Training will provide a fair and equitable process for resolving learners' appeals processes.
8. ME Training will abide by our Code of Practice and deliver training upholding the Standards for Registered Training Organisations at all times.
9. Your feedback is critical to our aim of continuing to innovate and improve. ME Training is always open to your ideas, comments, and suggestions.

## Learners rights

ME Training recognises that learners have the right to:

- Expect to receive training of a high quality that recognises and appreciates their individual learning styles and needs
- Have access to all of ME Training services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement
- Appeal for a review of the results of an assessment
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- Learn from fully qualified, competent and diligent Trainers who observe their responsibility to address learners learning needs, assist them to achieve the course outcomes, and assess their work fairly

- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- Be treated with dignity and fairness
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc, and
- Privacy and confidentiality, and secure storage of learner records in accordance with the organisation's policies, to the extent permitted by law.

## Learners responsibilities

Learners will be responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake
- Providing accurate personal information at time of enrolment, and advising ME Training of any changes to their address or phone numbers within 7 days
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable
- Not cheating / plagiarising in course work/ assessments submitted
- Recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- Regular and punctual attendance
- Ensuring they attend classes sober and drug free and smoke only in designated areas
- The security of their personal possessions while attending a course
- Promptly reporting all incidents of harassment or injury to the Manager Training
- Respecting the property of ME Training and observing its policy guidelines and instructions for the use of equipment, and
- Seeking clarification of their rights and responsibilities when in doubt.

## Accessing records

At any time during your period of study, you can ask for an academic progress record. You can apply for this by e-mailing Master Electricians Training at [training@masterelectricians.com.au](mailto:training@masterelectricians.com.au) detailing the award, and the statement of attainment you require.

## Acts and responsibilities

Master Electricians follows the following legislation as it pertains to the delivery of education and assessment:

- National Vocational education & Training Regulator Act 2011 (Cth)
- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)
- Human Rights Commission Act 1986 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Fair Work Act 2009 (Cth)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth).

### Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld).

## Admission and certification policy

Learners must complete an enrolment form and ME Training must be satisfied that all entry requirements are met prior to admission. Enrolment will be refused if learners do not satisfy all of the entry requirements specified in the course brochure/enrolment form. All learning outcomes and competencies to be achieved during the course are available for learners to check and ensure they can meet all performance requirements.

On successful completion of the course, learners will receive the relevant award as specified in our issuance policy.

## Unique Student Identifier

From 1 January 2015, all learners doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

All learners will be asked to provide their USI number on enrolment to a course. No Testamurs or Statement of Attainments will be issued to learners who have not provided ME Training with their USI.

## Anti-discrimination, access and equity

ME Training is an equal opportunity organisation. All learners are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable. In accordance with the Anti-Discrimination Act 1991, ME Training does not tolerate any form of discrimination. We believe all learners have the right to work and learn in an environment free of discrimination and harassment.

Under Federal and State anti-discrimination laws, discrimination in employment on the following grounds is against the law:

- Sex
- Marital status
- Pregnancy
- Parental status
- Age
- Race
- Impairment
- Religion
- Trade union activity
- Criminal record
- Political belief and activity
- Social origin
- Lawful sexual activity.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartiality.

## Application of conditions

A condition of acceptance for training is that, upon enrolment with ME Training, the learner is to agree to the terms of conditions in this handbook. In doing so, the learner undertakes to obey the conditions whilst undertaking training with ME Training.

The conditions have been designed to ensure that every learner fairly receives the utmost benefit from Master Electricians. Also, the conditions are to ensure the maintenance of the high professional standards of ME Training.

The Manager Training for ME Training reserves the right to arbitrate on the interpretation of any condition in case of any contention about the meaning or application of a condition.

# Assessment policy and guidelines

ME Training conducts assessment in accordance with the Standards for Registered Training Organisations 2015.

ME Training will offer support to learners who require language, numeracy, and literacy assistance. We can offer flexible learning and assessment procedures e.g. oral assessments, tutorials, etc when required. If you require any assistance in this area, please contact the Manager Training at ME Training. If ME Training is not able to offer support due to lack of resources, ME Training will assist the learner to find a Registered Training Organisation that is able to provide the training required.

## Bullying

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates, degrades or humiliates an employee or trainee, possibly in front of co-workers or learners. ME Training adheres to the Prevention of Workplace Harassment Code of Practice 2004 (revised 2012).

Individuals who have been subjected to bullying should report any incident to the Chief Executive, President of the Association or any other current Board member. Any allegation of sexual harassment brought to the attention of this group will be promptly investigated.

## Complaints and appeals

ME Training strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

### Complaints Procedure

If a learner is dissatisfied with any aspect of the service provided or the decisions made by ME Training in regards to the delivery of that service, they are encouraged to speak immediately with the staff member involved to resolve the issue. Learners also have the option of completing a Complaint Form which is available from ME Training or can be downloaded from the website.

If the learner is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Manager Training ME Training or the Chief Executive Officer Master Electricians Australia, setting out in detail the issue of concern. This may lead to occasions where an industry training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution. If the matter is still not resolved, learners are advised they may take their complaint through legal avenues such as the Anti-Discrimination Board, Consumer Affairs, or Australian Skills Quality Authority (ASQA) or other bodies as appropriate.



## Appeals

If the learner is dissatisfied with the outcome of an assessment or if they feel they have been treated unfairly in the assessment, they are encouraged to discuss the outcome with their assessor at the time of the assessment. If they are still not satisfied, then they are encouraged to appeal to the Manager Training who may first review the outcome and if necessary refer the assessment report onto a third party for consideration. Usually the third party will be an independent trainer / assessor.

## Disciplinary policy

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing learners with the opportunity to correct or modify their behaviour.

ME Training promotes an environment in which learners develop a positive and responsible attitude towards fellow learners, staff and the general work/learning environment.

Disciplinary action will be taken when a learner's behaviour conflicts with the Code of Conduct, according to the policies of ME Training.

Learners are required to attend all training sessions and to comply with all relevant government regulations in accordance with the National Vocational Education and Training Regulator Act 2011.

Any behaviour that disrupts the learning of other learners or in any way contravenes the policies outlined in the handbook may result in cancellation of enrolment without refund.

## Feedback

ME Training regularly conducts course evaluations to ensure that we are providing you with the highest quality training possible. Learners may be given a Feedback Form to complete at the end of their course, or this may be sent via email. We encourage you to complete this form and return it to us.

In addition, there is an annual survey to be completed in accordance with the requirements of ASQA.

# Fees and charges

ME Training charges fees for the range of training services provided.

The following is a listing of the range of fees and charges that maybe applicable. These are provided so you aware of these at the time of inquiry and/or enrolment.

## Items, Fees and Charges:

Non-refundable application fee for any course Nil

## Course Fee

Refer to web page and or course sheet for the fee for service price.

If you are attending as a fee for service learner and paying for your course (not your employer) then we are only permitted by the National Standards applying to Registered Training Organisations to charge you up to \$1500.00 at the time of your enrolment. Following course commencement, Master Electricians may require payment of additional fees in advance but only such that at any given time, the total amount required to be paid by the individual learner which is attributable to tuition or other services yet to be delivered does not exceed \$1,500.

*Other fees are:-*

## Issuing a copy of Awards / Statement of Attainment

Transcripts / Completion Letter / Attendance \$60.00 per document

*(The first copy only of these documents is free of charge when you complete or withdraw from a course.)*

Fee for Recognition of Prior Learning (RPL) Assessment pathway only \$3000.00

*(Please see RPL Guidelines regarding costs for the amount of RPL granted)*

There are no other fees and charges

# Issuing qualification policy

On completion of an AQF qualification, you will be issued with a Certificate and a Record of Results within 30 calendar days of receipt of all documentation and providing all agreed fees the learner owes ME Training have been paid.

Statements of Attainment are issued to learners who have completed accredited units or skills sets within AQF qualifications or a short course accredited by a course accrediting body, which does not meet the requirements of a full AQF qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with, or another registered training provider either within the state of Queensland or interstate.

## National recognition policy

National (Mutual) Recognition (Credit) means credit towards a qualification is granted to the learner based on outcomes gained by the learner through previous participation in a course or training package qualification, with another Registered Training Organisation.

National recognition (Credit), for the applicable unit of competency, is available to any learner when enrolling with Master Electricians.

## Payments

Payment must be received at the time of enrolment in the course. Methods of payment include credit cards, and direct debit. Contact ME Training if further information is required.

## Plagiarism policy

Plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by learners to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

## Privacy

Information collected by ME Training on behalf of the Master Electricians Association of Queensland, Industrial Organization of Employers is protected by the Privacy Act 1988 (Cth) Privacy Act.

Further information on the MEA Privacy Policy can be found at [www.masterelectricians.com.au](http://www.masterelectricians.com.au)

## Progress

It is expected that the learner will complete their qualification within an agreed time, usually between 12 -24 months depending the qualification and, if applicable, the funding contract.

If a learner does not show reasonable progress, for example they have not submitted any assessment or some other activity for 3 continuous months, and then ME Training will send a reminder to the learner - using the last known address.

If there is no response within 6 weeks then ME Training may send a further reminder to the learner, but they will become inactive.

The receipt of any assessment within the agreed time will reactivate the learner. However, the learner must then progress at the rate necessary to complete the qualification within the agreed time.

If an inactive learner seeks to renew their activity after the date the subsidising contract has expired, then the learner may be required to pay for the difference in course costs.

In the event that a learner is enrolled in a course or qualification that is superseded by a change in the National Training Package or accredited course, then teach out and transition processes will apply.

Initially the learner will have the opportunity to complete their qualification within 12 months of the date the new course was published on [www.training.gov.au](http://www.training.gov.au). However this may be extended a further 6 months if change causes hardship.

In respect to the changeover in qualifications and or accredited courses, ME Training will take all possible steps to transition learners from the current course to the new course if this is possible and does not cause the learner any hardship or inequity.

ME Training guarantees that once a learner is enrolled in a course it will take all reasonable steps to ensure that the learner is able to complete their studies. In the unlikely event that ME Training is not able to fulfil this obligation, and then it will take all reasonable steps to transfer the candidate to another provider.

## Recognition of prior learning (RPL)

ME Training promotes acknowledgement of traditional and non-traditional forms of learning as valid pathways for recognition of competency achievement. RPL is an assessment process that provides acknowledgement of the skills and knowledge gained through like experiences, work experience, previous training, and formal education.

ME Training mutually recognises the AQF qualifications and Statement of Attainment awarded by other RTOs.

If you wish to apply for RPL, you must first contact our assessor, to discuss your experience. An information and application package for RPL is available for a number of our courses. Please contact the ME Training office for more information about this process.

## Refund policy

ME Trainings refund policy is fair and equitable in accordance with, Standards for NVR Registered Training Organisations 2015. Applications for refunds must be made on the official ME Training “REFUND FORM”

- No Accounts are given, and payments for bookings must be at the time of enrolment, unless otherwise approved. Unpaid tentative bookings do not guarantee a position in a course. Should demand exceed available positions, the first payments received will secure the positions
- No enrolments will be accepted without payment of course fees and an authorised person’s signature on the Enrolment form. All enrolments should be received by ME Training two weeks prior to the course date
- Any late enrolments should be discussed with ME Training prior to the course date to ensure availability. Non-registered learners will NOT be accepted at the training course. Registration is essential
- Upon receipt of your enrolment form and payment, you will be registered on your nominated course and, subject to course availability; an acknowledgement will be forwarded to you by email
- You may cancel your registration up to 10 working days prior to commencement of course with learners either transferring to another course or receiving a 50% refund

- If a cancellation, notice is received in less than 10 working days prior to the course commencement, the learner can transfer to another course, but they will not be eligible for a refund
- Learners may be provided with a refund of course fees in exceptional circumstances. Appropriate evidence such as a medical certificate or other relevant documents must be provided to the Manager Training.

## Sexual harassment policy

ME Training, in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984, considers sexual harassment an unacceptable form of behaviour that will not be tolerated under any circumstances.

The company believes that all workers and learners should be able to work in an environment free of intimidation and sexual harassment.

## Unique student identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

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

If you do not already have a USI, it is free and easy to create and will only take a few minutes. Further information can be found at <http://usi.gov.au/create-your-USI/Pages/default.aspx>

## Workplace health and safety

ME Training recognises that each worker, non-worker, member, /learner and client should be provided with a healthy and safe environment in which to work and visit. To achieve a healthy and safe environment at the workplace the following responsibilities are delegated to:

### Management

To develop and implement:

- Due diligence
- Health and safety procedures
- Training and instructions in the areas of hazard control and elimination

- Accident prevention, injury protection and rehabilitation, and
- Health preservation and promotion in accordance with the Work Health and Safety Act and Regulations, other relevant legislation, Codes of Practice and other references.

## Learners and Workers, including volunteers

All learners and workers will receive training to enable them to carry out their duties according to policy and procedures.

- To comply with health and safety policy and procedures
- To use Personal Protective Equipment where provided and instructed, and
- To not wilfully endanger him/herself or others at the workplace.

The WH&S policy and management systems will be reviewed on a biennial basis, in consultation with workers, and will be kept up to date with regard to legislative changes and organisational health and safety requirements.

## Disclaimer

Every attempt is made to ensure that the information from ME Training is accurate. The learner is responsible for maintaining their acquired competencies and applying the acquired knowledge and skills appropriately.

This releases ME Training and its parent Master Electricians Association of Queensland, Industrial Organization of Employers and their staff from any liability, action, including directions given during the course.