



PO-04 –  
Participant  
Handbook

2016

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Welcome to My Trade Start. We trust your training experience with us will be rewarding and beneficial to future your career in the automotive industry.

## Introduction

This handbook explains the services offered by My Trade Start and the essential standards of registration which guide how we operate as a Registered Training Organisation (RTO). We encourage you to familiarise yourself with the contents of this handbook, which contains important information about our training services and the commitments we make to you as a trainee/student of My Trade Start.

Services provided to trainee/students follow the policies and procedures developed to meet the VET Quality Framework.

The terms 'trainee' and 'student' are used throughout this handbook to distinguish between those who are undertaking a funded traineeship (trainee\_ and those who are advancing their career aspirations.

It also explains the processes for enrolment in RTO programs and for recognition of existing qualifications and / or competency. Also included are details about the rights and responsibilities of all Participants in the training programs, including how to make a complaint or appeal against a decision or an assessment, or against any RTO Employees.

For more information on the qualification that you have expressed interest in and wish to enrol into, please visit our website <http://www.mytradestart.com.au/>

The information listed in our Website will help to explain the duration of the Qualification as well as employment pathways upon successful completion of the Qualification. If more information is required please don't hesitate to contact us via the different options listed at the end of this handbook

**As an acknowledgement that you have read and understood this Participant Handbook, and to ensure we have provided you with all the necessary information, please sign the enrolment form and provide to your trainer.**

## About My Trade Start

The purpose of My Trade Start is to increase the knowledge and skill level of it students with the aim of preparing them to successfully find an apprenticeship in the Automotive Industry. The students who attend the course at My Trade Start will then move to MTA Apprenticeship Plus who will then actively assist the students to find an apprenticeship in their industry. My Trade Start aims to be the premium provider of Pre Apprenticeship Training and will train and assess its students in qualifications preferred by employers. All training delivered by My Trade Start is Nationally Recognised and will help the students find an apprenticeship in the automotive industry. The course offered by My Trade will be free of charge for all students.

We will ensure that we continue to:

- provide current, interesting and industry relative information;
- provide qualified learning and assessment personnel who are fully conversant with the industry, its needs, regulations and legislation;
- place particular emphasis on the constant improvement, quality and currency of the information provided in each program;
- present all programs in accordance with competency based training and assessment principles;
- ensure all learning and assessments are conducted in accordance with the NVR Standards;
- comply with all Commonwealth, State and Territory legislation and regulatory requirements; and
- ensure all learning and assessments incorporate access and equity considerations.

## RTO Information

### Registration

My Trade Start is a Registered Training Organisation (RTO) (RTO ID 40733), registered with the Australian Skills Quality Authority (ASQA).

My Trade Start is a nationally recognised training organisation providing training, assessment and qualifications services for its clients, staff and members of the public.

### Our Guarantee

My Trade Start provides every student with the guarantee that once enrolled for training, we will ensure that students are provided with every opportunity to allow them to fulfil the requirements of the training. If for whatever reason circumstances change, or the ability to complete training, My Trade Start will make alternative arrangements to assure that student needs are met.

## Understanding the Process

To explain how the system works, we need to look at some of the individual parts.

### What is Vocational Education and Training (VET)

VET stands for Vocational Education and Training. Its aim is to develop the workforce with the skills and knowledge needed by industry.

Our organisation is registered to provide VET qualifications. These qualifications are based on National Training Packages and will be recognised throughout Australia both by employers and by other RTOs (e.g. TAFE colleges, private providers).

VET also aims to provide people with the skills and knowledge they require to:

- enter the workforce for the first time;
- re-enter the workforce after an absence;
- train or re-train for a new job
- upgrade their skill; or

- progress into further study including further VET or university courses.

## Nationally Accredited Training

My Trade Start offer nationally-accredited training. A full listing of qualifications offered by My Trade Start can be found at: [www.training.gov.au](http://www.training.gov.au)

Note: Use the quick search function for Organisation/RTO and search for My Trade Start.

### **What is Competency Based Training (CBT)**

CBT is the method of providing training to ensure that the participant has the skills they require to work effectively and safely in the workplace.

### **What is Competency Based Assessment (CBA)**

CBA is the method of deciding whether a participant has achieved the level of skill they require to work effectively and safely in the workplace. It involves gathering and judging evidence in order to decide whether someone has achieved the required level of skills.

Using CBA, there are no “grades” like in school. VET requires you to be assessed as either “competent” or “not yet competent”. If you are not deemed “competent” straight away, you will be given further opportunities to demonstrate your competence. (A good comparison is with a Driver’s License. This does not grade your ability as a driver – it simply shows that you are competent to drive. If you don’t pass your first test you can try again until you do.)

Competence is often assessed in the workplace or in a simulated workplace environment.

### **What is a Registered Training Organisation (RTO)?**

An RTO is a training business which is authorised to provide CBT and CBA. Essentially, we hold equivalent training status to TAFE.

RTOs run courses or packages of nationally recognised CBT. Participants may complete either a full qualification, or individual units of competency which contribute to a qualification.

Upon successful completion of any unit of competency and / or qualification, you will be issued with a Statement of Attainment or Certificate in recognition of the competencies you have achieved which will be recognised throughout Australia.

## **Qualification Levels**

The Australian Qualifications Framework (AQF) is a national system of qualifications which comprises school, vocational / industry based and university qualifications. More information about the 10 AQF levels can be found at the official AQF website. <http://www.aqf.edu.au/>

## Legislative Compliance Policy

My Trade Start ensures that compliance with all relevant Commonwealth, State/Territory legislation and regulatory requirements relevant to its operation is integrated into policies and procedures so compliance is maintained.

My Trade Start identifies and complies with relevant Commonwealth or State / Territory legislation including, but not limited to:

- [Work Health & Safety Act 2011](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards For NVR Registered Training Organisations 2012](#)
- [Fair Work Act 2009](#)
- [Industrial Relations Act 1996](#)
- [Equal Employment Opportunity and Anti-Discrimination Legislation](#)
- [Privacy and Personal Information Protection Act 1998](#)
- [State Records Act 1998 \(NSW\) \(amended\)](#)
- [Workplace Relations Act \(Commonwealth\) 1996](#)

My Trade Start ensures:

- Relevant legislation, that significantly affects employees and their duties, is understood, through the provision of competency based training and assessment systems.
- Participants are provided with information about legislation that significantly affects their involvement in vocational education and training within the scope of registration.
- Legislative and regulatory requirements are address throughout the Policy Manual, including but not limited to:
  - Policies and procedures
  - Code of Practice

## Quality Training Standards

All RTOs are governed by the Standards for NVR (National VET Regulator) Registered Training Organisations (NVR Standards) made under the *National Vocational Education and Training Regulator Act 2011*, and My Trade Start ensures that we meet with all standards provided in that document. If you wish to see more information about the standards and conditions of registration, please go to

<http://www.asqa.gov.au/about-asqa/national-vet-regulation/standards-for-nvr-registered-training-organisations.html>.

The following information is provided to you according to these Standards to ensure we are providing you with all the information you need to be assured our services to you are provided at a high quality standard and provide a safeguard to the educational interests and welfare of all participants.

## Qualified and Professional Trainer/Assessors

Training and assessment is conducted by qualified trainer/assessors to students from all backgrounds regardless of cultural differences, including those from non-english speaking backgrounds, Aboriginal or Torres Strait Islanders. My Trade Start staff will be professional and supportive at all times, in their approaches to training and assessment.

All trainer/assessors have:

- Demonstrated achievement of at least Certificate IV in Training & Assessment (TAE 40110) or equivalent;
- Demonstrated vocational competencies at least to the level of those being delivered and assessed;
- Industry experience that is relevant to the training that they are involved in delivering and assessing and
- Current with regards to Working with Children Check or equivalent where required.

### 1. Course Delivery

My Trade Start will:

- a) Provide information regarding the course/program of study and availability of learning resources prior to course commencement.
- b) Ensure that current material related to the training program is available for participants.
- c) Ensure training/assessment occurs in accordance with the requirements of the training program and accredited training package.
- d) Designate an appropriate person/s to take responsibility for the management and coordination of training delivery, assessment, verification, employees selection and professional development.
- e) Ensure that all courses in the Scope of Registration remain VET accredited.

All Trainers/Assessors delivering training & assessment services will adhere to the **Induction & Professional Development Procedure**, which includes possessing formal qualifications and vocational competency and maintaining industry currency.

### 2. Training Environment

My Trade Start will:

- a) Comply with all laws relevant to the operation of a training premise, including work health and safety and fire safety regulations.
- b) Ensure that training premises are of adequate size, heating, cooling, lighting and ventilation.
- c) Ensure that training facilities, equipment and materials are maintained in good order and repair.

Refer to the **Training Resources & Environment Guidelines** for more information.

### 3. Work Health and Safety

The safety of My Trade Start employees and participants is of primary importance in all activities carried out by the organisation. WH&S considerations are incorporated when planning, designing, developing and delivering training and assessment services, and participants are advised of any individual WH&S requirements. Refer to the MTA Apprenticeships Plus [Work Health and Safety Policy](#) for more information.

### 4. Assessment

My Trade Start assessments/examinations meet the requirements of the endorsed components of Training Packages within the scope of its registration.

My Trade Start will ensure that assessments, regardless of whether through a training and assessment pathway or an assessment-only pathway:

- a. Comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages.
- b. Are conducted by qualified assessors according to the VET Quality Standards for RTOs.
- c. Lead to the issuing of a Certificate or Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency.
- d. Comply with the principles of validity, reliability, fairness and flexibility.
- e. Provide for applicants to be informed of the context and purpose of the assessment and the assessment process.
- f. Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- g. Involve the evaluation of valid, reliable, accurate, authentic and sufficient evidence to enable judgments to be made about whether competency has been attained.
- h. Provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options.
- i. Are equitable for all persons, taking account of cultural and linguistic needs.
- j. Provide for reassessment on appeal.
- k. Are reviewed and validated regularly.

Participants are expected to acknowledge the intellectual property of others upon whose work they draw in the preparation of assignments and assessment tasks. Plagiarism is regarded as serious misconduct.

### 5. Recognition of Current Competency and Prior Learning

Recognition is made available for participants should they be able to demonstrate existing, relevant and current skills through documented evidence. Application for recognition is considered on an individual basis on the basis of risk and in accordance with the Recognition Policy. RPL kits are available to allow individuals to seek recognition for relevant units.

If you consider you are already competent in specific Units of Competency, you may be granted an exemption from

Undertaking training and assessment, upon:

- Proof of subject-relevant formal training
- Submission of evidences such as authenticated documents or samples of work demonstrating relevance and currency
- Participation in an interview to ascertain current skills and knowledge If you make a claim for RPL a number of things could happen;
  1. You may not be granted any exemptions
  2. You may be granted exemptions for some units
  3. You may be granted exemptions for all units
  4. You may be granted exemption for some parts of some units

## **6. Recognition of qualifications issued by other Registered Training Organisations**

My Trade Start endorses Mutual Recognition of qualifications issued by Registered Training Organisations who deliver nationally endorsed Training Packages under the Australian Qualifications Framework (AQF). Please present evidence towards mutual recognition prior to attending the course, or immediately at the beginning of the course to the trainer.

My Trade Start ensures that the responsibility for the management and co-ordination of training delivery, assessment (including RPL), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

## **7. Information we keep about you and your training**

My Trade Start asks you to provide personal and other information that is necessary for your course enrolment, learning and study records.

This information is only used by My Trade Start for verification and enrolment purposes. All hard copy information is stored in locked storage in our secured premises and electronic information is entered into our secured ICT systems. Your personal and private information is protected and is not disclosed to any outside party without your prior approval.

Specific records are kept for external reporting to the following government agency (as part of Registered Training Organisation requirements):

National Centre for Vocational Education Research (NCVER) for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting.

The information you provide is governed by the Record and Document Management Procedure. The requirements of legislation are met through this Procedure in relation to:

- Collection
- Storage
- Use
- Disclosure of Information.



You are able to request access to your information at any time and have access to your results up to 30 years from the last date of the course attended. Applications for such records must be in writing, quoting the following pieces of information:

- Full name
- Date of training
- Name of training course
- Name of facilitator

Address this to the RTO Manager and send this request to 8-10 Palmer St Parramatta NSW 2150 for access to your results.

## **8. Access and Equity Policy**

My Trade Start appreciates the diversity of its workforce, clients and participants. We consistently strive to maintain a healthy and safe work and training environment where people feel valued and are able to develop to their full potential. My Trade Start is committed to fair access and equitable treatment covering all existing and future participants.

My Trade Start will provide employees, clients and participants with:

- Access to training and assessment that is relevant to their requirements
- Quality training and assessment services that are systematically reviewed and improved
- Use of training and assessment strategies which promote access and equity principles
- Fair and consistent treatment
- Active support from all stakeholders involved throughout the training and assessment process
- Healthy and safe working conditions
- Workplace diversity / equal employment opportunity
- Appropriate feedback and communication on performance
- Reasonable avenues to redress against improper or unreasonable administration decisions
- English language, literacy and numeracy assistance
- Sufficient time to complete the program and/or course

Refer to the [EEO Policy](#) and the [Access, Equity & Support Procedure](#) for more information.

## **9. Language, Literacy and Numeracy (LLN) Assistance**

My Trade Start may support participants who require assistance with English language, literacy or numeracy skills by:

- The provision of additional facilitator support
- The selection or development of alternative learning and assessment methods
- Referral to a suitable organisation providing English language, literacy or numeracy tuition

In realising My Trade Start's stated objectives relating to principles of access and equity, we recommend the following support agencies for further LLN assistance or information, if required.

## 10. Enrolment and Selection

### Trainees

All enquiries for enrolment in a traineeship will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a traineeship, these shall be clearly stated to the potential trainees at the point of enquiry.

Traineeships are normally arranged with the employer and the trainee. There is a set of criteria that is applied prior to acceptance of the trainee by My Trade Start. These criteria include:

- Your ability to complete the traineeship within your current role and environment
- Your previous training and education
- Relevant work/life experience – paid or unpaid – full time, part-time, casual or voluntary
- Relevance of the programme to your career plans
- Identified programme prerequisites/priorities

If you enrol for a traineeship, you will be notified of acceptance by letter from the relevant State Training Authority.

Information supplied on the enrolment form will be available to My Trade Start, State Departments of Education & Training and the National Centre for Vocational Education and Research (NCVER).

This information is used for research, statistical analysis, and programme evaluation. Post complete surveys and internal management purposes in accordance with My Trade Starts privacy policy.

### Smart and Skilled Enrolment Process

The enrolment process for a **Smart and Skilled** training program involves a number of steps which must be completed. *This training is subsidised by the NSW Government.*

#### a. Student Eligibility

My Trade Start will ensure that prospective students meet the eligibility criteria before finalising enrolment. The following information is a general guide only, and prospective students can check their eligibility on the "**Are You Eligible?**" page of the **Smart and Skilled website** or call 1800 772 104.

#### b. Eligibility criteria:

The individual either lives or works in New South Wales, and is:

- an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- be aged 15 years or older, and
- no longer be at school.

Aboriginal and Torres Strait Islander students who do not live or work in New South Wales but live in specific defined interstate New South Wales border areas are eligible for government-subsidised training under Smart and Skilled. For more information please **contact** the main office.

If you are not eligible for Smart and Skilled funding you have the option of enrolling as a self-funded student. For more information please **contact us** on (02) 8832 4499 or **email us** [info@mytradestart.com.au](mailto:info@mytradestart.com.au)

#### **c. Fees and Charges**

My Trade Start will always ensure all fees and charges related to the provision of training services are outlined to all parties prior to enrolment. We ensure that we provide information that is clear, accurate and sufficient to enable an informed choice. Fee information for students enrolling in a Smart and Skilled subsidised training program can be found below, and students are encouraged to **contact** My Trade Start for information about fees also:

- My Trade Start – Smart and Skilled Information
- My Trade Start – Fee, Refund and Cancellation Procedure
- My Trade Start – Refund request form

#### **d. Initial Skills Assessment**

My Trade Start conducts an initial skills assessment comprising of an assessment of Language, Literacy and Numeracy (LLN) skills to ascertain that the proposed training program is appropriate for the student. This is usually done through an initial interview over the phone, but may be carried out face-to-face during an enrolment visit.

#### **e. Recognition**

Where a student has extensive workplace experience or has undertaken prior studies in a field related to the current training program they may also be eligible for Recognition of Prior Learning (RPL) or credit transfer. All students are able to apply for RPL - please see our **Recognition of Prior Learning (RPL) Information for Students** or more information. To be eligible for RPL you need to provide evidence of your skills and knowledge, which can include (but is not limited to):

- a resume
- a current job description
- copies of training certificates/transcripts
- third party references such as a performance appraisal
- reports and other documents you have developed at work
- confirmation of knowledge through oral assessment interviews
- confirmation of skills through interviewing students' supervisors and managers

For Credit Transfer you will need to provide certified copies of certificates AND a transcript, or a Statement of Attainment, which details the units you previously studied.

#### **f. Training Plan**

Information on training and assessment is to be documented in a training plan for all students. The training plan must be developed by the RTO and agreed with the student and employer. The training plan must be consistent with the qualifications or competencies to be attained, consistent with the proposed delivery and assessment strategies, customised as required, for the needs of the employer and the student, and signed and dated by relevant parties.

#### **g. Smart and Skilled Enrolment Form**

All students enrolling in a Smart and Skilled subsidised program are required to complete a **FO- 04 Enrolment Form**. My Trade Start collects your personal information for the purposes of training, assessment, reporting, administration and evaluation of the program you are involved in. Your

information, progress and results will be reported to the NSW State Training Authority - State Training Services (STS) in the NSW Department of Education and Communities who are responsible for government-funded vocational education and training (VET) in NSW. This information will be held securely and is governed by the *Privacy Act 1988*.

## **7. Training and Assessment Program Begins**

Once the steps above have been completed the student is ready to begin their training and assessment. Upon meeting eligibility and initial skills assessment requirements students are provided with this Handbook and their first training and assessment materials this can be via email, visit or phone, or a combination of any of these three methods. This usually includes (but is not limited to) the following:

- My Trade Start Training Officer contact details and how to contact the office
- A course outline for the qualification being undertaken
- Learning and Assessment Strategy

It is very important that students carefully read all the information they have been given when they begin their course as your trainer will assume you have read and familiarised yourself with the above documents and processes.

### **Students**

All enquiries for courses which incur an Enrolment fee (fee-for-service) course will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course, these shall be clearly stated to the potential students at the point of enquiry.

Information supplied on the enrolment form will only be available to My Trade Start, State Departments of Education & Training and the National Centre for Vocational Education and Research (NCVER).

### **Class-based Delivery**

My Trade Start ensures that training and assessment occurs in accordance with the requirement of the course and State and Federal training guidelines.

All training is provided in fully equipped training facilities and assessment occurs in accordance with the requirements of the course and State and Federal Guidelines.

All training is provided in fully equipped training facilities. Delivery methods and activities may include:

- Individual or group activities
- Additional projects which can be completed at your own pace
- Completion of reports and documents
- Practical projects

Our trainers select a range of delivery methods to provide the best learning experience and outcomes for students. My Trade Start complies with health and safety and other laws relevant to

the operation of our training premises, and we ensure that training facilities have adequate heating, cooling, lighting and ventilation.

My Trade Start ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order.

If you have any concerns about the delivery of your course or the training facilities please discuss with your trainer/assessor, our RTO administration staff or RTO Manager.

## **11. Unique Student Identifier (USI)**

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

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 4AW99ZQ9U7.

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

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

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

### **Do I need a USI?**

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

- Student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skills set, certificate or diploma course;
- School student completing nationally recognised training; or
- Student continuing with nationally recognised training; (You are a continuing student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015).

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

- View and update your details in your USI account;
- Give your training organisation permission to view and/or update your USI account;
- Give your training organisation view access to your transcript;
- Control access to your transcript; and

- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

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

### **How to get a USI?**

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

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

### **Steps to create your USI**

The following steps show how to create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below'

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration By Descent
- Citizen Certificate
- Immi Card

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

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

**Step 2:** Have your personal contact details ready (e.g email address, or mobile number, or address).

**Step 3:** Visit the USI website at: [usi.gov.au](http://usi.gov.au)

**Step 4:** Select the "create a USI" link and follow the steps.

**Step 5:** Agree to the Terms and Conditions

**Step 6:** Follow the instructions to create a USI- it should only take a few minutes. Upon completion, the USI will displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7:** You should then write down the USI and keep it somewhere handy and safe.

### Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want My Trade Start to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, My Trade Start will provide the Registrar the following items of personal information about you:

- Your name, including first or given(s), middle name(s) and surname or family name as they appear in the identification document;
- Your date of birth, as it appears, if shown, in the chosen document of identity;
- Your city or town of birth;
- Your gender; and
- Your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, drivers licence, Australian passport, citizen document, certificate of registration by descent, Immi Card or Australian entry visa.

If you do have a document suitable for DVS and we authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the *Student Identifiers Act 2014 Cwlth*, we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the *Privacy Act 1988 Cwlth*.

If you ask My Trade Start to make an application for a Student Identifier on your behalf, My Trade Start will have to declare that we have complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that My Trade Start has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us is connection with your application for a USI:

Is collected by the Registrar for the purposes of:

- Applying for, verifying and giving a USI
- Resolving problems with a USI: and
- Creating authenticated vocational education and Training (VET) Transcripts;

May be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- Education related to policy and research purposes; and
- To assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory function;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

### **Privacy Policies and Complaints**

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on email [usi@industry.gov.au](mailto:usi@industry.gov.au) or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and



- A failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how My Trade Start collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to My Trade Start privacy policy which can be found at [www.mytradestart.com.au](http://www.mytradestart.com.au)

## **Plagiarism**

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them.

You should always submit evidence of competency that has been created by yourself. Plagiarism is not accepted and where plagiarism is detected My Trade Start will assess the evidence as Not Yet Competent, and further counsel you on the requirements of submitting your own evidence.

If the practice continues, My Trade Start may suspend the course (student), or inform the employer for the employer to take suitable action (trainee). If after this plagiarism continues My Trade Start will seek advice from the relevant State/Territory Training Authority regarding the continuance of the traineeship.

Visit [www.plagiarism.org](http://www.plagiarism.org) further information on plagiarism and how to avoid plagiarism.

## **Student Records**

You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer/assessor to access this information.

If at any stage your personal details change throughout the course of your training, please inform your trainer/assessor so that your details can be amended.

## **Withdrawal or Suspension**

### **Trainees**

Withdrawal if you wish to withdraw from a course you must notify the Australian Apprenticeship Support Network (AASN). The AASN will notify My Trade Start once your traineeship has been cancelled. Suspension if you wish to suspend training due to health, periods of leave/absence, maternity leave or another reason in which you require a suspension you must notify the Australian Apprenticeship Support Network (AASN). The AASN will notify My Trade Start once your traineeship has been suspended.

### **Students**

If you withdraw from a course this is considered a cancellation. To notify My Trade Start of your withdrawal you must complete a Participant Withdrawal Form and give it to your trainer/assessor. Once the participant withdrawal form is processed, your enrolment will be cancelled.

### **Legislation**

My Trade Start ensures that compliance with Commonwealth and State/Territory legislation and regulatory requirements relevant to its operations is incorporated into its policies and procedures, and that compliance is maintained. We comply with legislation on, but not limited to:

- Occupational/Work Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination including equal opportunity and racial vilification
- Disability discrimination
- Vocational education and training
- Apprenticeships and traineeship

### **APP Privacy Policy**

My Trade Start is committed to protecting your privacy and your personal information under the Privacy Amendment (Private Sector) Act 2000. In accordance with the Australian Privacy Principles (APPs), My Trade Start manages your personal information in an open and transparent way.

Type of personal information we collect and hold My Trade Start collects and holds personal information about you for enrolment, and Government statistical and reporting purposes. Personal information collected includes:

- Your name
- Gender
- Date of birth
- Residential address
- Contact details (phone/email)
- Photo identification
- Proof of concession eligibility
- Cultural diversity
- Ethnicity
- Language
- Schooling
- Employment
- Special needs
- Prior qualifications
- Reason for training

### **How we collect and hold the information?**

My Trade Start collects information by getting you to complete an enrolment form. The information is held in your personal file and in an electronic student management system in which only authorised My Trade Start staff have access. My Trade Start takes all reasonable steps to protect your personal information it holds from misuse and loss, and from unauthorised access, modification or disclosure. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

## **How we use the information?**

My Trade Start, the State Training Authority's and NCVER will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training.

Information for these purposes are provided electronically through email or secure databases in which only authorised My Trade Start staff have access to collect and submit this information. My Trade Start is subject to auditing by State Training Authority's and Australian Skills Quality Authority (ASQA) in which your file may be provided for audit purposes.

If you receive Centrelink benefits for training/study, information to confirm your enrolment and training progress will be provided to Centrelink upon request by Centrelink.

## **How you may access your information**

You have the right to access the personal information recorded at any time and provide any necessary corrections. If at any stage your personal details change throughout the course of your training, please inform your trainer/assessor or contact My Trade Start administration so that your details can be amended. If you phone about your information, My Trade Start will conduct a security check to validate your identity.

## **Cross-border disclosure of information**

My Trade Start does not provide or disclose your personal information to overseas recipients.

## **How to contact us if you have any concern**

If you have any concerns about the use of your information or you feel as though there has been a breach of this policy please contact the RTO Manager. Where there has been a breach in this policy, the RTO Manager will follow the complaints procedure.

## **Access and Equity**

My Trade Start, its staff, and contracted staff are to adhere to the principles and practices of Access and Equity in training and assessment. Trainees/students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide the required services.

To ensure inclusive participation in training and assessment, ATEL Training Solutions will assist by providing:

- An opportunity at enrolment and induction to disclose a disability, LLN needs or any other condition/requirement
- A designated trainer/assessor
- Adjustment to training and/or assessment that is reasonable and fair

- Quality support service

## **Discrimination, Bullying, Victimization and Harassment**

My Trade Start is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both trainees/students and staff members.

My Trade Start Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti- discrimination legislation. The description of Discrimination, Bullying, Victimization and Harassment, directly or indirectly, of another person that causes them distress or ill intent based on their:

- Racial authenticity
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Gender
- Age
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer/assessor or the RTO Manager
- Fill out the Complaints Form

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other trainees/students are also not subjected to the same discrimination, bullying, victimisation or harassing treatment. If you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

## **Disciplinary Process**

Disciplinary processes occur when the behaviour of a trainee/student is deemed as unsatisfactory within the guidelines set by My Trade Start.

The Disciplinary process has three steps.

- Where there is any breach in the expected behaviour, the trainee/student will be firstly counselled by the trainer/assessor and where a trainee is involved the trainees' employer will be informed.
- If the unsatisfactory behaviour continues or is repeated then the trainer/assessor will escalate the matter to My Trade Start RTO Manager (or a designated supervisory person); and the employer if relating to a trainee.
- My Trade Start may contact the State Training Authority to have the traineeship cancelled (trainee).

## **Absenteeism**

### **Trainees**

Repeated absences, which have the potential to affect completion of the Training Contract, will be discussed with you and your employer in an effort to resolve the matter. If the matter is not resolved My Trade Start may notify an Apprenticeship Field Officer from the State Training Authority to take the matter further.

### **Students**

Repeated absences, which have the potential to affect completion of the course, will be discussed with you in an effort to resolve the matter. If the matter is not resolved My Trade Start may suspend your course.

## **Occupational Health and Safety (OHS/WHS)**

### **Statement of Intent**

The aim of the Occupational Health and Safety Policy of My Trade Start is to protect trainees/students and others at their workplace or training venues from work-related injury and ill health. My Trade Start will review the workplace initially and make any recommendations to employers on additional requirements you may need in your work routine.

### **Responsibility**

My Trade Start will carry out this Policy, in any operation under their control. We will ensure that Trainer/assessors who report to them are provided with the necessary instruction, training and resources to implement the policy and will hold them accountable. Trainer/assessors and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so. Staff and trainer/assessors may delegate safety duties or activities to others, but responsibility remains with them.

Trainees/students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means you must follow all safety rules, procedures and instructions of trainers, workplace

Supervisor or any other management person/s involved during your day to day training and work activities.

## **Fees**

### Traineeships in NSW

The training is funded under Smart and Skilled. There is a mandatory enrolment fee charged to each person on a traineeship. Additional fee information is available on the My Trade Start website ([www.mytradestart.com.au](http://www.mytradestart.com.au)).

## **Refunds**

### Refund Policy

For all students and trainees, if for some reason you are unable to continue your traineeship or course, and you have paid any fees you may be eligible for a refund.

The following are acceptable reasons for refunds:

- There has been an overpayment of the administration fee – we will refund the excess amount paid only.

My Trade Start has been advised before the traineeship commences that the trainee is withdrawing from the traineeship.

My Trade Start delegate is of the opinion that there would be an unreasonable disadvantage if a refund were not granted. For example, if the student meets with a serious misadventure and was unable to continue their training refund to be determined by the RTO Manager.

Refunds can only be processed after receipt of a completed Student Withdrawal Form to My Trade Start. You can obtain a form from the back of this handbook or by contacting My Trade Start Administration.

Certificates and Statements of Attainment or attendance will not be issued until all fees owing are paid. The enrolment fee will not be refunded where the Australian Apprentice or employer has chosen to transfer to another RTO.

## **Discontinuing Students –NSW**

If a student indicates that they wish to discontinue their Training in an Approved Qualification without completing the Approved Qualification, My Trade Start will first ascertain if the reason for discontinuing relates to the performance of My Trade Start (ie: delivery of the Subsidised Training). If

that is the case, My Trade Start will ensure that all reasonable efforts are made to address concerns of the student related to the delivery and assessment of the training.

If the student wishes to discontinue their training, My Trade Start will attempt the following:

- Attempt to obtain formal notification from the student of the date training will end,
- Make any refunds, if applicable,
- Issue the student with a Statement of Attainment (SOA),
- Update the Training Plan and provide updated copy to the student,
- Notify State Training Authority within 28 days of notification of the discontinuation of training

## **12. Participant Rights & Responsibilities**

My Trade Start will respect participants' rights to:

- be provided with clear, detailed information about the organisations' services and policies;
- make an informed choice about their participation in the program;
- quality services which are:
  - appropriate to the agreed program;
  - flexible in response to any special requirements, such as language and literacy; and numeracy
  - sensitive to and appropriate for their cultural, language, sexual, religious, backgrounds.
- not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, political views, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics, transgender;
- not be harassed or bullied;
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints);
- access to records containing personal information about themselves; and / or
- express their complaints / disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner;

### **Participants are responsible to:**

- Ensure that they do not adversely affect the facilitator in delivery of training and assessment, nor hinder other participants' participation and learning.
- Keep the training environment safe (observe health and safety guidelines, and do not bring in illegal or dangerous substances or items).
- Respect the rights and belongings of other participants.
- Respect the diversity of other people and ensure their own behaviours do not result in other participants or staff feeling intimidated, humiliated or offended.
- Respect general venue requirements (e.g. no smoking, or staying within the appropriate areas of the venue etc).
- Engage and be involved in the learning.
- Read all course information to ensure the course is appropriate for their needs and that they meet the knowledge pre-requisite requirements.

- Become familiar with any applicable course work, assessment requirements and criteria and due dates for assessments.
- Keep their workspace tidy.
- Dress appropriately and where necessary, in accordance with occupational health and safety requirements for course attendance.
- Acknowledge the intellectual property of others upon whose work they draw in the preparation of assignments and assessment tasks. Plagiarism is regarded as serious misconduct.
- Provide constructive feedback on the training and assessment received through the tools provided to enable My Trade Start to continually improve its services.
- Use of mobile phones is appropriate and respectful of others.
- Ensure liquid paper is not used on any document completed by the student.

### **13. Appeals / Grievances / Complaints**

My Trade Start will ensure the following:

#### ***Appeals***

If a participant is dissatisfied with an assessment outcome, they have the right of appeal. The procedure to resolve the Appeal would be to first discuss the issue with the Trainer/ Assessor if the participant feels comfortable to do so. If the participant feels no positive outcome is reached they should then contact the RTO Manager of My Trade Start within seven days of the assessment, stating that they wish to appeal the assessment process and outline the basis for the appeal. The appeal can be submitted via email or post using the contact details at the end of this handbook.

#### ***Grievances***

If a participant has grievances, they are to resolve this with the person responsible for managing the training delivery. In the event that the matter is not resolved, the RTO Manager will be appointed to make a final decision. The participant is to contact the RTO Manager by using any of the contact options listed at end of this handbook when a grievance can't be resolved.

#### ***Complaints***

If a participant is dissatisfied, My Trade Start encourages participants to raise matters with the person responsible for conducting the training / assessment. In the event that a resolution cannot be achieved, a formal complaint must be made to the RTO Manager of My Trade Start. A formal complaint can be made to the RTO Manager by using any of the contact options listed at end of this handbook.

### **Complaints Procedure**

My Trade Start is committed to providing a fair and transparent complaint handling process. My Trade Start will strive to establish a consistent atmosphere of trust and openness with trainees/students so that any type of complaint is dealt with in a timely, constructive and effective manner. My Trade Start have a complaints procedure to manage and respond to complaints and allegations relating to the conduct of, the RTO, Trainers, RTO staff and any third party services we may employ on our behalf.

### **What is a Complaint?**



A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by My Trade Start in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### **Early Resolution of Complaints**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

### **Relationship to Continuous Improvement**

Frequently, the complaints handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

### **Complaint Handling Principles**

My Trade Start will apply the following principles to its complaints handling:

#### **1. Local Level Resolution**

Any trainee/student with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

#### **2. Resolution by Trainer/Assessor**

Should the matter still remain unresolved or should be considered inappropriate at local level resolution, the student is encouraged to contact their trainer for assistance. Assistance may be by means of a mediated discussion. If the trainer cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the RTO General Manager about your concerns.

#### **3. Resolution by the RTO Manager**

Should the matter still remain unresolved or should be considered inappropriate following local level resolution and resolution by trainer, the student is encouraged to contact the RTO Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

The RTO Manager will ask you to put your concerns in writing by completing a Complaint Form, and will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

The Complaint Form is included at the back of the Student Handbook or can be obtained by contacting My Trade Start.

#### **4. Resolution by Arbitration**

Should the matter still remain unresolved following reporting to the RTO Manager, the RTO Manager will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution. A complainant who remains not satisfied with the process applied by My Trade Start following review by an independent party may refer their grievance to the Australian Skills Quality Authority.

Students are to be advised that ASQA will require the student to have exhausted all avenues through My Trade Start internal complaints handling procedure before taking this option. My Trade Start considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within My Trade Start internal arrangements.

#### **Feedback**

##### **Trainees**

As My Trade Start has the prime responsibility for monitoring the training, undertaking the assessment and issuing the qualification, it is extremely useful to receive feedback from employers and trainees who are covered by the Training Agreement. An Evaluation Form will be forwarded to you during the term of the Training Agreement or course of face-to-face training.

My Trade Start is audited from time to time by the State/Territory Training Authorities. Please feel free to offer your genuine feedback should you be contacted by a representative of the State/Territory Training Authority.

Do not be concerned by this contact as a random sample of students is selected for a brief telephone audit. The RTO must participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER). You may receive a survey from NCVER at some point during your training. If you are selected by NCVER, please take the time to complete the survey.

##### **Students**

Your trainer/assessor may also wish to receive feedback on their work with you. If asked please take the time to complete this form, it is however, not mandatory.

Please be assured that any evaluation of services is confidential and only used for the purposes of improving the quality of our service to our students.

Refer to the [Complaints, Grievances & Appeals Procedure](#) for more information.

#### **14. Participant Disciplinary Procedure**

In the event a participant disciplinary issue arises, the following approach is taken:

- a) The trainer will counsel the participant by addressing inappropriate behaviour and articulating the desired standard.
- b) If the inappropriate behaviour continues, the trainer will re-enforce the desired standard and inform the RTO Manager.
- c) If further counselling is required the RTO Manager will discuss behaviours and options to be taken with the participant.
- d) If inappropriate behaviours continue a participant may be terminated from the program/course.

#### **15. Marketing and Advertising**

##### **Marketing**

My Trade Start abides by strong ethical standards in relation to marketing our services.

We market vocational education and training services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

My Trade Start will not state or imply that courses other than those on the Scope of Registration are recognised by State Training Authorities.

My Trade Start will:

- a) Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- b) Not state or imply that courses other than those within the Scope of Registration are recognised by the Australian Skills Quality Authority.
- c) Ensure that the application and selection processes are explicit and defensible and access and equity principles are observed.
- d) Comply with the requirements for the use of National and State/Territory logos.

#### **16. Issuance of Certificates**

Qualifications and Statements of Attainment are issued to those participants who successfully meet the requirements set out in the [Australian Qualifications Framework](#) (AQF) for nationally accredited qualifications and/or or units of competency.

In the circumstance where a participant withdraws from a program, on request they will be issued a Statement of Attainment against units of competencies for which have been deemed competent.

The RTO Manager is responsible for ensuring participants meet the specified requirements for the Qualification or Statement of Attainment, and for issuing the appropriate course certificates. Refer to the [Training Administration Procedure](#) for more information.

Administration fees may apply for reissuing Qualifications, Transcripts and Statements of Attainment. Participants can contact My Trade Start for more information regarding reissuing qualifications/transcripts. Reissued certificates will carry the original date of issue and the original certificate code number.

Participants are encouraged to store original certificates safely and securely, and when required to furnish these, keep hold of the originals. Allow the original to be sighted, but only hand over certified copies.

## **Certificates and Qualifications**

### **Certificates awarded**

On successful completion of your training program My Trade Start will issue a nationally recognised Certificate.

### **Partial completion of qualifications**

If you are unable to achieve the full qualification or if you only enrolled for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved. Further units can be achieved at a later date through re-enrolment in a course and the full qualification can be achieved in stages.

### **Information appearing on certificates**

Certificates and Statements of Attainment will include the following:

- My Trade Start name, logo and contact details
- The name of the person receiving the credential
- The title and code of the qualification/accredited course and units
- A unique certificate number
- The date of issue
- Signature of My Trade Start authorised signatory
- The Nationally Recognised Training logo
- The Australian Qualification Framework (AQF) logo (qualifications only)

Where appropriate, units completed and/or national competencies achieved will be identified. Provision of certificates and replacement certificates. Certificates and Statements of Attainments will be provided on successful completion of training. Qualifications are issued under the authority

of the Australian Skills Quality Authority and are recognised nationally within the Australian Qualifications Framework.

Replacement Certificates are available on request by completing a Re-Issue of qualification/SOA form from RTO Administration. A \$25 fee will apply.

### **National recognition**

My Trade Start accepts and recognises the qualifications and Statements of Attainment awarded by other Registered Training Organisations. Refer to Credit Transfer.

### **17. Quality Assurance and Improvement**

Regular reviews of procedures, structures and methodologies to ensure that they remain appropriate and effective will be conducted. These reviews will cover such areas as but not limited to:

- Feedback & stakeholder input
- Assessment Guidelines structure and procedures
- Assessor Standards
- Training Strategies
- Application of industry or workplace standards
- Recognition procedures
- Grievance and appeals procedures
- Competency logging and reporting processes
- Communication and feedback processes
- Trainer/Assessor reviews/feedback

Outcomes of these reviews will be addressed directly by RTO Manager. Refer to the [Quality Assurance Policy](#) and the [Continuous Improvement Procedure](#) for more information.

### **18. Feedback from Participants**

#### **Quality Indicators**

My Trade Start is required as an RTO to collect feedback from participants and report the results of the feedback to ASQA (Australian Skills Quality Authority) the government body which is responsible for the RTOs compliance). This information is referred to as Quality Indicators, and is provided anonymously.

We will forward to participants a Quality Indicator learner questionnaire for completion and return to us. This questionnaire will generally be provided once you have finished your training. However, if you are enrolled in a qualification which is delivered over a period of more than one year, you may also receive a request to complete an additional learner questionnaire during the term of your training.

Participants are required to complete and return the questionnaire directly to My Trade Start, and will be provided with a return envelope to assist the process.

#### **Ongoing Feedback & Evaluation**

In addition to the Quality Indicators learner questionnaire, participants will also receive an evaluation form at the completion of the training course they attend. This evaluation form will be

completed anonymously, and will be collected by trainers at the end of each training session and provided to the RTO.

All feedback received from participants will be used by My Trade Start to improve their processes, operations and resources on an ongoing basis. If you wish to provide feedback at any other stage (i.e. not wait until you receive the evaluation form), this can be done by providing feedback to any employee, their manager or supervisor, in any number of ways e.g. verbally, in writing or by email. You may also send an email direct to [info@mytradestart.com.au](mailto:info@mytradestart.com.au)

### **19. Fee, Refund and Cancellation Procedure**

My Trade Start does not accept payment of more than \$1000 a student prior to qualification/course commencement. Following commencement, where My Trade Start requires payment of additional fees in advance from the Student, at any given time, the total amount does not exceed \$1,500

Before enrolment the complete cost of the course will be made available to ensure clarity with all associated fees and charges. All fees are required to be paid by a specified date and this will be printed on an invoice which will clearly state the full cost training, payment options and the payment due date. Failure to pay outstanding fees will result in the cancellation of a student's enrolment and no Statement of Attainment or Qualification will be issued unless a full payment of all outstanding debts is made.

A refund of all or part of the enrolment fee may be granted in the following exceptional circumstances

- You have overpaid the enrolment fee
- You have enrolled in a course that has been cancelled by My Trade Start
- You formally advise My Trade Start in writing that you are withdrawing from the course at least five (5) working days before the course commences
- Extended illness or hospitalisation (at least 2 weeks) resulting in extended absences from class can also result in a partial refund (needs to be supported with a medical certificate)

A refund is **not** usually granted in the following circumstances

- Job change
- Change in work hours
- Inconvenience of travel to the training centre
- Moving interstate

If a student wishes to request a refund they need to formally advise My Trade Start in writing requesting a refund and explain the reason why. A copy of the original invoice will also need to be attached to the request. Please send to the mailing or email address below and a member of the My Trade Start Team will be in contact within 14 days of the refund request being received to explain the outcome.

### **Reading and Writing Hotline**

Telephone: 1300-655-506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call from anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### **New Apprenticeship Centres**

Telephone: 1800 639 629

Website: <http://www.australianapprenticeships.gov.au/>

The Australian Apprenticeship Centre will be able to advise you.

### **Adult Migrant English Services (AMES)**

Telephone: 1800 114 707

Website: <http://ames.edu.au/>

This organisation offers assistance with the focus on assisting trainees with English as a second language.

### **Contact Details**

#### **Office & Training Centre**

8 – 10 Palmer St Parramatta NSW 2150

P.O Box 1456 Parramatta NSW 2124

info@mytradestart.com.au

(02) 8832 4499

Signed and endorsed by:

Michael Wentworth

Chief Executive Officer, January 2016