Training
and Education

start MyTRADE

Driven by Motor Traders' Association of NSW

STUDENT HANDBOOK

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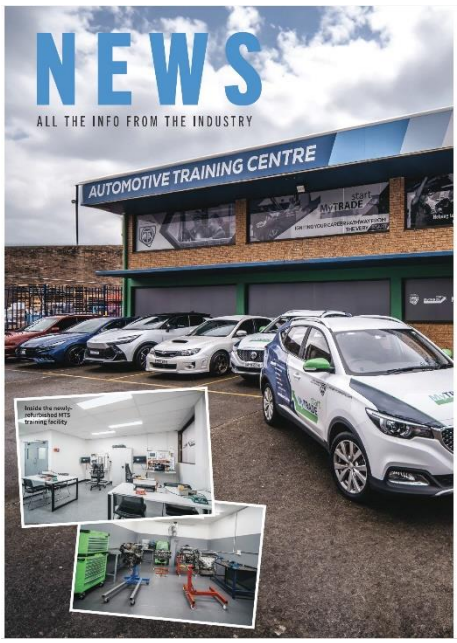
WELCOME

Welcome to My Trade Start (MTS) and thank you for choosing us as your Training Provider.

MTS has a proud history of representing and servicing the Automotive Industry in NSW. Our Training department has been a Registered Training Organisation (RTO) for over 15 years.

MTS is pleased that your experience will begin with the training delivery we are about to undertake, and we look forward to watching your career develop in this vibrant and growing industry. With the support of your employer and other stakeholders, we hope that this experience in learning and personal development will not only be challenging, but also fulfilling.



The pursuit of learning is a journey of new concepts, ideas, and experiences, and in this, MTS will support you in all your endeavours. This will be a shared experience, and the staff at MTS are here to support you in your development.

This document is not designed to exhaust you, but to clarify any questions you might have about the partnership you have just entered into. It is designed for the employer and the student to assist you both in making the apprenticeship process a valuable, enjoyable, and painless experience!

For your reading ease, any reference to the "State Training Authority" refers to the Training Services of NSW.

We have included some information about what you can expect from your training to assist you in completing the process successfully. This information handbook will be discussed as part of your induction procedure. Keep this information handbook safe during the program, as it will provide additional guidance as you progress. We sincerely hope you find the program a memorable and productive learning experience.

Again, welcome and we look forward to being a part of your success.

Yours sincerely,
Training Department

My Trade Start

About My Trade Start

My Trade Start is a Registered Training Organisation (RTO) that has been successfully operating for well over 15 years. We have extensive training experience and have successfully supported our students' learning and securing their future in the automotive industry.

Our Trainers are industry experts and hold a Certificate IV in Training and Assessment. This ensures that all programs are delivered to the highest standards. Our apprenticeship courses cover areas from Light Vehicle Mechanical to Auto Electrical Technology. They are designed to equip the next generation of automotive professionals with the skills and knowledge needed for success.

Not only do we help students achieve success through completion and satisfaction, we believe in creating a fun, positive and supportive learning environment for our students. My Trade Start believes in supporting its students throughout their training program journey – and which is why many of our students successfully complete their course and go on to secure their Apprenticeship

MTS Training and Education

Our Automotive Training academy was officially opened in 2018 by the then Deputy Premier, John Barilaro MP.

Our students experience and learn in modern and realistic Automotive training environment in the centre of Sydney. Ideally situated in Auburn, close to public transport, our training centre is easy to reach for all students and apprentices.

We offer a progressive training delivery that is centred on both the employer and the student. Our training produces quality outcomes and essential industry skills and abilities aimed at providing a platform for the attainment of Nationally Recognised Qualifications. All qualifications delivered by MTS are achieved through a competency based flexible delivery model. Each Unit of Competence is completed within a flexible timeframe dependent on the student's abilities and range of tasks being undertaken in the workplace.

Strong relationships are built with the key parties and the goal of the training is to be inclusive of the needs of both the employer and the student. Consultation offers both parties the opportunity to be involved in the training process and gain the feedback they require.

Our Training Academy is fully refurbished to promote a comfortable and realistic learning environment for students, which has continued its refurbishment. The training academy offers a host of training environments that range from:

Fully equipped audio/visual delivery (class) rooms, to simulated automotive environments
Our facility has been set up to cater for Technical and Non-Technical training scenarios.

Training Department contact details are:
Ph.: (02) 8832 4499
Email: training@mytradestart.com.au
Site www.mytradestart.com.au

In particular MTS works closely with the to The Motor Traders' Association of NSW, which is an association to the automotive industry. With strong and active links with both State and Federal governments. Agencies relevant to our operations include, NSW Police Service, Office of Fair

Trading, NSW Transport - Roads and Maritime Services, WorkCover, National Motor Vehicle Theft Reduction Council, State Training Authority (NSW and ACT) and the Office of Industrial Relations all who at differing times MTS converses within the MTS in relation to our provision of training.

Our training is achieved within a cost-effective framework supported where applicable by a government Approved Provider funding and employer incentives. Our fee structure recognises the need to provide a quality training product that is priced to respectively.

Features of training with MTS

- Automotive industry specific training
- Training delivered in our Training Academy
- Training provided one-on-one to the student at the workplace
- Training that attracts government funding and incentives where applicable
- Diverse range of automotive qualifications offered
- Customised training which is contextualised to the workplace needs
- Individual needs approach to learning
- High completion rates
- Provision of comprehensive feedback to both student and employer
- Established industry consultative structures supporting up- to- date resources and delivery
- Specialised literacy supports available to students
- Recognition of Prior Learning is offered to each student
- Career and vocation advice provided
- Delivery of automotive school based traineeships and apprenticeships

How does MTS Training work?

Training delivered by MTS is a mixed delivery of classroom learnings with the use of the training rooms for theory and the workshop for the practical activities. The MTS Trainer also facilitates one-on-one theory and if required further practical sessions. The MTS Trainer not only builds a connection with the student but also a relationship with the employer to ensure that the student gets the best outcomes along their journey.

Our automotive training centre provides an immersive learning environment, equipped with both practical components and fully functional vehicles, ensuring you gain hands-on experience across a wide range of automotive qualifications. The centre is fully stocked with toolboxes containing all the necessary equipment for maintenance, repair, and diagnostics. In addition to real vehicles, we use a mix of simulated training aids, including mechanical testing boards, engines, gearboxes, and other components, allowing you to perform practical demonstrations and develop your skills. This combination of real-world equipment and simulated training tools helps bridge the gap between theory and practice, preparing you to confidently tackle the challenges of the automotive industry and setting you up for success in your career. This way the student can build on their knowledge and experience as the training progresses. In turn the employer will set tasks for the student which reflects this progress.

All students are treated equitably and given every reasonable opportunity to acquire the competencies of the qualification or training provided.

Training Program

Traineeship/Apprenticeship

The training that the student is about to undertake will lead to a Nationally Recognised Qualification or Statement of Attainment. It will involve learning new skills, whilst gaining knowledge and experience which will give the student a greater capacity to perform their job.

School Based Traineeships & Apprenticeships (in ACT = Australian School based Apprentice)

School Based Traineeships and Apprenticeships are delivered in conjunction with the Board of Studies Industry Curriculum Framework Course for Automotive.

MTS is committed to providing quality automotive training to schools reflective of the needs and expectations of Industry. It is involved with both School Based Traineeships and Apprenticeships by providing advice, support, training and assessment services.

The student undertakes a Certificate II Level Traineeship or commences a Certificate III Level Apprenticeship while at school. The student combines the HSC, part-time paid work, structured on the-job training and formal training to achieve a qualification or partial qualification (statement of attainment).

Most apprenticeships in NSW consist of a term of up to four years' full-time employment. For School Based Apprenticeships, the total term is 5 years; this term is broken down into a two year part-time (undertaken during school) and 3-year full-time component (post school). While Certificate II traineeships have a full-time term of one year, for School Based Trainees the term is two years part-time.

A School Based Trainee will be enrolled in the relevant qualification at a Certificate II level. They must complete the selection of units of competence set by the Board of Studies (BOS) and complete a minimum of 130 days of paid employment, or as specified in the relevant Vocational Training Order. MTS encourages School Based Trainees to complete 160 days at work as time on the job improves the outcome achieved by the student. They must also complete their formal training component by the end of Term 3 before the HSC, to ensure the student receives appropriate credit for the HSC.

School Based Apprentices will be enrolled in the relevant trade course, at Certificate III level, from the beginning of their apprenticeship. The formal training component to be completed while at school is generally equivalent to what a full-time apprentice would complete in their first year as specified in the relevant Vocational Training Order. They must complete the selection of units of competence set by the Board of Studies and they must also complete a minimum of 130 days of paid employment during year eleven and twelve as a first-year apprentice.

MTS encourages the School Based Apprentices it trains to complete 160 days at work as time on the job improves the outcome achieved by the student.

School Based Apprentices must complete the BOS formal training component prior to sitting their HSC to ensure the student receives appropriate credit for the HSC. They must complete the minimum number of days of paid employment by 31 December of the HSC year to be eligible for their ATAR.
A plan for the student post-HSC is also developed to ensure they have a forward pathway to continue on with their apprenticeship.

Both the on-the-job and off-the-job training undertaken by School Based Apprentices/Trainees can contribute to their HSC. School based apprentices will commence full-time employment as a 2nd year apprentice from the January after their HSC, providing that they have successfully completed both their on-the-job and off-the-job training program during their senior high school years.
School based students will receive training from an MTS Training Officer at their workplace.

Pre-Apprenticeship Courses

MTS works with organisation's wishing to run pre-apprenticeship courses. These courses involve participants undertaking a set number of units of competence toward a Statement of Attainment outcome. The participants receive a mix of classroom based learning sessions and work placement experience. MTS is the RTO responsible for providing training and assessment services, maintaining student records and issuing of Statements of Attainment.
MTS will ensure all relevant paperwork is completed prior to course commencement and Training Officers are allocated to the scheduled pre-apprenticeship course.

Other Programs

If you are undertaking a training program that is not defined above, you are engaging in learning directly with MTS. This learning is without the parameters of a National Training Contract, please refer to your enrolment contract for more specific detail. Please continue reading for more information which relates to traditional student's, school based trainees/apprentices and pre-apprenticeship courses.

The Enrolment Process

The employer is to make contact with an Apprentice Connect Australia Provider (ACAP) which will then come to the workplace to have the training contract signed by the employer and the student. From there the ACAP will notify MTS of the relevant student details. An MTS Training Officer will then contact the employer to arrange a suitable time and date for the induction visit. At this induction the Student and the Employer are provided with details of the program including payment options for the applicable student fee (If applicable) . Induction will also include navigation through this Handbook, the Training Plan, receipt of signed Training Plans and other useful resources such as the Training Department's website and the Student Management System.

What is Workplace Training?

Trainees and apprentices are primarily trained by their employer or a person nominated by their employer such as a supervisor, mentor or a technical expert. This is then complemented by an MTS Training Officer who comes onsite to ensure that the student is getting the industry experience as per the qualification requirements. The use of MTS workbooks assists the student in this process. However, it is the student's responsibility, with the employer's guidance, to put these skills into practice.

The employer is there to assist with the application of new skills, understanding the processes, application of standards, policies and legislative requirements related to the student's work performance and daily work practices. Being students means learning on-the-job and having their skills and knowledge assessed and recognised.

The employer is responsible for ensuring that the student has access to the full range of work required to develop the skills and industry knowledge required for the job and to achieve the qualification noted in the student's training plan.

The Training Plan

A Training Plan is a mandatory requirement under the *Apprenticeship and Traineeship Act 2001*. It is developed by MTS, as the Registered Training Organisation (RTO), in consultation with the employer and the apprentice or trainee.

The Training Plan is a formal agreement between the learner, the employer and MTS. It outlines the training to be undertaken, who will deliver the training and conduct the assessments, and how, when and where these activities will occur. It also identifies the qualification, units of competency, and the agreed training and assessment arrangements that will support the learner in successfully achieving their qualification.

The learner, employer and MTS will each sign the Training Plan to confirm their understanding of, and commitment to, the agreed training program, delivery methods, assessment requirements and respective responsibilities.

Your Training Plan includes:

- the qualification and units of competency to be completed
- the name and contact details of MTS
- the planned schedule of workplace training visits
- the roles and responsibilities of all parties
- details of any additional support services that may be required to assist the learner throughout their training.

Where appropriate, MTS will provide reasonable support to learners who require additional assistance, including learners with disability, Aboriginal and Torres Strait Islander learners, or those experiencing other barriers to successful participation. Support needs are discussed during enrolment and reviewed throughout the training program.

Your MTS Trainer and Assessor will contact you before each scheduled workplace visit to confirm the appointment and discuss the training and assessment activities planned for that visit.

The Training Plan is a living document that remains in place for the duration of the Training Contract. It will be reviewed and updated whenever changes occur to the training program or circumstances affecting the apprenticeship or traineeship. The most current version of the Training Plan must be retained by MTS, the employer and the learner, with a copy readily accessible in the workplace.

Pre-Program Preparation

The following information is designed to help students enter into the contract agreement fully aware of what their responsibilities are. At this stage the student must:

1. Let MTS know of any medical reason or disability that may interfere with training completion.
2. Let MTS know of any reading or writing issues that may affect training completion.

3. Let MTS know of any application for Recognition of Current Competences/Recognition of Prior Learning.
4. Attend the induction meeting and be available for training visits by the Training Officer which will occur at least every 4 to 6 weeks.

Delivery

This is the period of time during which training occurs

During this time the student must:

1. Let MTS know of any changes to personal information.
2. Agree to complete and show training materials as identified in the training plan, such as workbooks, to the training officer.
3. Agree to practise skills shown in the workplace.
4. Be prepared to accept on-the-job help from the employer or designated supervisor and take opportunities to meet workplace skill proficiencies.
5. Agree to complete any requests for feedback through surveys to assist MTS improve its products and services.
6. Observe and put into practice WHS policies and all workplace practices as instructed by the employer such as Equal Rights and Anti-discrimination acts.
7. Keep a copy of the current Training Plan, including any updates, as well as keep a copy in the workplace.
8. Let MTS know within 5 days of termination of employment.

The Employers Involvement and Responsibilities. (Pre-Program and Delivery)

The following information is designed to help employers understand and fulfil their contractual obligations in relation to their trainees and apprentices.

Flexible work-based training is training and assessment that occurs mostly on the job.
Training is delivered in the workplace, and the employer/supervisor must:

1. Withdraw the student from routine work duties, with pay, for a minimum of 3 hours per week, averaged over a four-week cycle, for the purpose of undertaking formal training/learning/assessment activities.
2. Retain a copy of the current Training Plan, including any updates, in the workplace, as provided by the RTO.
3. Provide a safe working environment according to legislation and regulatory requirements including WHS policies and all workplace practices and the Anti-Discrimination Acts.
4. Instruct the student in the correct use and handling of all machinery and equipment including the use of any hazardous substances used in the workplace.
5. Instruct the student on workplace policy and procedures according to their work tasks, job role, responsibilities and skills.
6. Provide opportunities for the student to practise their skills.

7. Ensure that the student is provided with all information from MTS with regard to direct workplace schedules, monitoring and assessment requirements or any changes advised by MTS.
8. Ensure that the student and the supervisor/employer are available to meet with the Training Officer on the scheduled days/time.
9. Ensure that the employer/supervisor provides feedback to the Training Officer regarding the student's training progress.
10. Ensure that the employer/supervisor assists the Training Officer in assessment, monitoring and the review of the student's training.
11. Liaise with the student's Training Officer about training progress.
12. Contact the MTS Training Officer if additional assistance is required.

MTS Involvement and Responsibilities

MTS is a Registered Training Organisations (RTO) that will deliver direct workplace support to you and your employer. MTS issues Nationally Recognised Qualifications and Statements of Attainment and is responsible for ensuring that the student is trained and assessed in a manner consistent with National Standards of competency and performance.
MTS Training Officer will:

1. Establish and maintain records of the student's progress and performance.
2. Monitor the student's progress throughout training.
3. Assess the student's skills and knowledge.
4. Validate assessments utilised as part of the assessment process.
5. Provide employers and students with feedback about progress.
6. Utilise valid and reliable assessment tools and instruments to assess the student's competencies.
7. Talk with the employer/supervisor regarding the student's workplace training progress.
8. Provide the student with appropriate training and assessment materials.
9. Issue a certificate and/or a statement of attainment according to the student's level of performance.
10. Provide a safe and healthy training and assessment process.
11. Provide the student with training and assessment that is free from harassment, bullying, victimisation, racial vilification and discrimination.
12. Ensure the student's workplace has the necessary work, resources, and facilities needed to successfully undertake on-the-job training. Where if appropriate, seek alternative arrangements to support the on the job component of the training described in the training plan
13. Explain and offer skills recognition to the employer and student.

14. Ensure the Training Plan is maintained and kept up to date and a copy provided to the employer and student.
15. Provide training and assessment in accordance with the VET Quality Framework, the Training Package, the Apprenticeships & Traineeships Act 2001 and the provisions of the State Training Authority, Apprenticeships and Traineeships Training Program and Training Plan Guidelines.

MTS Third Party Arrangements

MTS engages MTS as a Third-Party Provider to deliver training and assessment with qualified industry trainers for the following qualifications

- AUR30320 Certificate III in Automotive Electrical Technology
- AUR30620 Certificate III in Light Vehicle Mechanical Technology
- AUR31020 Certificate III in Automotive Sales
- AUR31120 Certificate III in Heavy Commercial Vehicle Mechanical Technology
- AUR32120 Certificate III in Automotive Body Repair Technology
- AUR32420 Certificate III in Automotive Refinishing Technology
- AUR20520 Certificate II in Automotive Servicing Technology
- AUR21820 Certificate II in Automotive Steering and Suspension System
- Technology
- AUR20920 Certificate II in Automotive Body Repair Technology
- AUR20220 Certificate II in Automotive Air Conditioning Technology
- AUR20420 Certificate II in Automotive Electrical Technology

This means that, while you are enrolled with My Trade Start, your training sessions and assessments may be delivered by a qualified trainer from the Motor Traders Association of NSW on their behalf.

MTS Training guarantee

MTS is an established Registered Training Organisation (RTO) committed to providing the training, assessment and support required to help you successfully complete your qualification.

In the unlikely event that MTS is unable to continue delivering the training and assessment services as agreed, we will make every reasonable effort to arrange for you to complete your training with another suitable Registered Training Organisation. Before any transfer occurs, you, your employer and any other relevant stakeholders will be formally advised of the proposed arrangements, including any changes to fees or training delivery that may apply.

If a suitable transfer cannot be arranged, or you choose not to continue your training with the alternative RTO, MTS will refund any unused portion of the fees you have paid in accordance with our Fees and Refund Policy.

For government-funded training, MTS will work with the relevant State Training Authority to facilitate the transfer of your Training Contract where required. You will also receive a Statement of Attainment for any units of competency you have successfully completed.

Where a refund is applicable, it will be processed within 14 working days of the pro-rata refund amount being confirmed.

While MTS is committed to supporting every learner, we cannot guarantee that you will:

- successfully complete your qualification or training product
- complete your training within a specific timeframe or in a manner consistent with legislative or contractual requirements that are outside MTS's control
- obtain a particular employment outcome or promotion following completion of your training, as employment outcomes are influenced by factors beyond the control of MTS.

MTS will, however, provide appropriate training, assessment, learner support and guidance to give every learner the best opportunity to achieve a successful outcome.

MTS Service Standard Guidelines

The MTS team area available Monday to Friday from 8am – 4pm
Trainers are available via mobile, phone or emails
Admin team can be contacted on Ph: (02) 8832 4499 or Email: training@mytradestart.com.au

Service Standards Guidelines

Voicemail/SMS:

- Voicemail will be checked, and calls returned within 24hr
- SMS will be responded to in 24 hours

Email:

- All emails will be answered withing 2 working days
- If the person is away or on the road, the emailer will receive an automated response notifying them that their emails have been received and will be answered upon their return.

Submitted assessments

- Will be responded to all submitted assessments with 10 working days from submission date.

Reasonable Adjustment

We are committed to providing fair and inclusive access to training and assessment for all students. If you require reasonable adjustment to support your participation, you are encouraged to discuss your needs with your trainer, assessor, or a member of the Student Support Team at any time throughout your training.

Information about available reasonable adjustments is communicated to students during enrolment, induction, and throughout their course via training staff and student support services. Adjustments are determined on an individual basis, taking into account the student's needs, the requirements of the training product, and the need to maintain the integrity of the assessment process.

Students can request reasonable adjustment by contacting their trainer/assessor or the Student Support Team. All requests are handled confidentially.

Reasonable adjustments can be made to:

- course planning and design

- application and enrolment
- training and assessment
- materials and resources
- work placement/vocational placement activities
- learning environment and infrastructure.

Examples of reasonable adjustments include:

- extensions or additional time to complete assessment tasks
- audio-recorded lectures or permission to audio record lectures
- captions and transcriptions on audio and video materials
- alternative formats for learning materials (e.g., large print materials)
- choice in assessment format where allowable (e.g., oral, written or visual presentations)

Supporting Students with Disability in VET

- flexible scheduling of training and/or assessment
- verbal answering of questions instead of writing, where the trainer and assessor has a means of making an accurate record
- use of different equipment to demonstrate the same skills
- opportunity to submit a draft for feedback and guidance
- provision of assistive technology options
- changes to the learning environment (e.g., ensuring room layout is accessible)
- vocational placements (e.g., assessing all performance in the workplace)

Communication Where Adjustment Cannot Be Provided

Where a request for reasonable adjustment cannot be approved, the RTO will communicate this outcome to the student in a clear, respectful and timely manner. The student will be advised of the reasons the adjustment cannot be implemented, which may include:

- The adjustment would compromise the integrity of the assessment or the requirements of the unit of competency
- The adjustment would not allow the student to demonstrate the required skills and knowledge as outlined in the training product
- The adjustment would pose a risk to health and safety for the student or others
- The adjustment would result in unjustifiable hardship to the RTO

The RTO will ensure that all decisions are made in line with training package requirements and regulatory obligations. Where an adjustment cannot be provided, alternative support options (where available) will be discussed with the student to assist them in progressing in their training. Students will also be informed of their right to access the RTO's Complaints and Appeals process if they are not satisfied with the outcome.

All communication and decisions regarding reasonable adjustment requests will be documented and managed confidentially on a students Job Ready File.

Right to Recognition of Existing Skills and Qualifications

The underlying principle of the Registered Training Organisation Standards regarding recognition of prior learning (RPL) and credit transfer (CT) is that students should not have to undertake training in a unit of competency where they are already able to demonstrate competency as outlined in the training package. MTS is, therefore, required to recognise qualifications and Statements of Attainment which have been issued by another RTO and to consider prior learning and relevant skills gained through work or life experiences.

Application for Recognition of Prior Learning (RPL)

MTS is committed to providing a pathway for students to gain formal recognition for skills and knowledge acquired through various experiences. Recognition of Prior Learning (RPL) acknowledges the value of learning that has occurred outside formal education settings, allowing students with prior skills and knowledge to progress more efficiently through their training program.

This commitment reflects MTS dedication to equitable access and the recognition of diverse learning pathways, ensuring students can build on existing competencies to achieve their goals.

Supporting Student Access to RPL MTS offers all VET students the opportunity to seek recognition for prior learning as part of their training journey.

You may apply for an RPL kit during enrolment and/or throughout your studies.

Recognition of Prior Learning (RPL) is an assessment process that recognises the skills and knowledge you have gained through previous employment, formal or informal training, volunteering, or life experience.

To be granted RPL, you must demonstrate that your existing skills and knowledge meet the requirements of the relevant unit(s) of competency, qualification and applicable training package requirements. An MTS qualified assessor will evaluate the evidence you provide against these requirements.

The RPL Process

The Recognition of Prior Learning process is as follows:

- Request an RPL Information and Application Kit from MTS.
- Review the information provided and complete the application.
- Submit your completed application together with supporting evidence.
- Your evidence will be reviewed and verified for authenticity, validity, sufficiency, currency and relevance.
- A qualified assessor will assess your application, generally within 21 working days of receiving all required documentation. Where necessary, you may be asked to provide additional evidence, participate in a competency conversation, undertake practical demonstration activities, or complete other assessment tasks.
- You will be advised promptly of the assessment outcome.
- If you are dissatisfied with the outcome, you may lodge an appeal in accordance with the MTS Complaints and Appeals Policy.

Evidence Requirements

RPL is a rigorous assessment process that focuses on the quality and relevance of the evidence provided rather than the quantity. Your evidence must clearly demonstrate that you can consistently perform the tasks and possess the knowledge required by the relevant unit(s) of competency.

Examples of acceptable evidence may include:

- workplace documents and job records
- resumes and employment history
- letters of reference or third-party reports
- licences and industry registrations
- qualifications, Statements of Attainment and certificates
- work samples, photographs or videos
- logbooks, project reports or portfolios
- competency conversations and practical demonstrations where required.

Reasons an Application May Not Be Successful

An RPL application may not be successful where:

- insufficient evidence is provided to demonstrate competency
- the evidence is not current, authentic, valid, sufficient or relevant to the unit(s) of competency
- additional evidence requested by the assessor is not provided within the required timeframe
- the information provided is found to be false, misleading or plagiarised
- the applicant does not participate in required assessment activities, such as competency conversations or practical demonstrations.

MTS encourages all applicants to discuss their experience with an assessor before submitting an application. This helps ensure the most appropriate assessment pathway is selected and provides the best opportunity for a successful outcome.

Application for Credit Transfer (CT)

If a student has successfully completed units of competency with another RTO, they may apply to have these recognised in their current course through Credit Transfer (CT).

For qualifications or Statements of Attainment issued after 1 January 2015, students must provide access to their USI portal to enable verification through the USI Registry. This can be completed by following the instructions here Students and their VET transcripts - Unique Student Identifier.
If a qualification has been issued in the current calendar year it may be verified via a students USI portal or provide permission for MTS to contact the issuing RTO directly to confirm the authenticity of results. This can be done by contacting the issuing RTO and confirming you are giving MTS permission to access your results and copying in info@mytradestart.com.au

For qualifications or Statements of Attainment issued prior to 2015, students will be required to provide permission for MTS to contact the issuing RTO directly to confirm the authenticity of results. This can be done by contacting the issuing RTO and confirming you are giving MTS permission to access your results and copying in info@mytradestart.com.au

This process is not an assessment, but a verification of previously completed training. MTS will verify the authenticity of all documentation prior to approval, including checking the issuing RTO on training.gov.au to confirm its registration status and that the units or qualification were within its scope at the time of issuance.

Where required, MTS may also contact the issuing RTO to validate documentation. MTS has up to 10 working days to review the application, complete all verification checks, and provide an official outcome to the student via email.

Assessments

Assessment reporting within an outcomes approach
For each assessment students undertake they will be required to demonstrate their skills, answer questions, complete their workbook and collect or demonstrate evidence about the work that they do. The Training Officer will then compare the skills and the evidence produced against a set of competency standards and judge whether the student is competent.

N.B. The key point is that if they are assessed as not yet competent they do not fail. They simply undertake additional training and resubmit for assessment at a later date.

What does competency mean?

Competency means that the student has acquired the specified skills, knowledge and ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competencies conform to National Standards, the standard or level of competence that must be achieved, as defined by industry through an endorsed training package, a nationally accredited course or licensing standards where applicable. This means the knowledge and skills the student attains are transferable and therefore applicable to other workplaces nationally.

Being competent means:

a) Knowing how to do the job or task.

b) Understanding why it should be done a certain way.

c) Being able to do different tasks at the same time.

d) Dealing with everyday problems that may occur.

e) Understanding workplace policies and procedures.

f) Establishing effective relationships with others in the workplace.

The assessor will want to be certain that you can do these things not just once, but repeatedly, even when things are not going smoothly.

Employability Skills

Employability skills are an important part of effective and successful participation in the workplace. The inclusion of employability skills ensures development of a full range of transferable skills, attitudes and behaviours required for successful participation in the workplace. More information on employability skills for particular qualifications can be found at:
http://employabilityskills.training.com.au

What if there are things I do not know or cannot do?
Sometimes assessment can highlight particular areas in which the student needs more education. For example, the student may show that they can drive a tractor, but they might not be sure about some of the maintenance procedures that apply to the tractor or how it is used in their workplace.

This is called a ‘skill gap’. A skill gap is not a failure, it is recognition that more training is required; simply it means that the student will need to learn how to do that part of the job. The skills gap will be resolved by training provided by both the employer/supervisor and the MTS Training Officer.

How will and where will the student be assessed?

Together with your Training Officer and employer/supervisor, the student will plan and schedule their assessments so that they occur in the correct order and at the best time. It means the student should always know when they will be assessed. As well, the training plan will be flexible so as to take advantage of any unexpected opportunities for assessment.
For example, the student and the employer/supervisor will have a better understanding than the assessor about things like:

1. The appropriate times for the student to demonstrate particular skills.
2. Who in the workplace would be best to discuss the student's work and provide evidence to support their skills and knowledge.
3. What evidence might be available from the workplace.

Applying the student's skills in the workplace is a very important part of their training, therefore the majority, if not all of your assessment, will take place on-the-job in the work environment.

What feedback will the student receive?
After an assessment, immediate feedback will be provided verbally by the Training Officer to the student. If there are delays, talk to the MTS Training Officer. The Training Officer will also record in writing the feedback they supply to the student on the assessment evidence.
In addition to the final assessment decision, the student is also entitled to receive clear and detailed feedback about how they performed.

Plagiarism/Authenticity

Please note that unless there are exceptional circumstances, which have been discussed and approved with your MTS Training Officer, all work completed in the workbooks should be that of the student. The answers should not be copied from any other student or completed by a co-worker or by anyone else other than the student.

If MTS's Training Officer finds that the work in the workbook is not that of the student, it will not be accepted for marking and the Training Officer will then provide the student with a new blank workbook for further completion.

MTS's Training Officer will notify the workplace supervisor of any concerns that they may have in relation to plagiarism or authenticity.

Using AI Technology within Course Work

Students may use AI Technology to support their education to ensure that they are effectively building on their skills and knowledge within the content matter of the coursework they are currently working on.

For this reason, MTS will accept the use of AI Technology for the following reasons:

1. Seek guidance on how to structure an assessment or response.
2. Seek guidance on how to start a response to a question.
3. Seek guidance on the information that should be included within a response.
4. Seek information and ideas on the course information to complete the tasks required.
5. Seek guidance on where to find information.
6. Ask questions on material that a student does not understand.

7. To proofread the student's work
8. To receive feedback on the student's responses
9. Improve the students written communication skills by refining language and style.

Important: Students must always write their responses in their own words and must not directly cut and paste the AI response into their coursework.

Student declaration of work

To ensure authenticity of the work submitted. All students must sign a declaration of work.

"This assessment is your own work, based on your own study and learnings. You have acknowledged work that is your own and any free of use of any or all types of Artificial Intelligence Tools (AI)."

Training product transition

Training products (Qualifications) undergo regular reviews by jobs and skills council and industry to ensure they still meet the needs of industry.

Transition from superseded training product qualifications to new training product qualifications must be completed within **12 months** of the date the revised package or qualification is released on the Training.gov.au website.

The transition period should not be longer than the normal duration of the qualification or course in existing delivery modes.

Your MTS trainer will work with each student to facilitate the transition process.

Code of Conduct

At MTS, we are committed to maintaining a high professional standard when providing products and services to our students. The aim of this Code of Conduct is to support professionally responsible and ethical training and assessment services. All MTS students are expected to take responsibility for their own learning and behaviour during the term of their qualification.

Rights and Responsibilities

You have certain rights and responsibilities which are intended to assist you in successfully completing your training with MTS.

Your rights as a student:

- Be treated fairly by all MTS staff
- Have a learning environment free from any form of harassment and/or discrimination
- Have all the information you need prior to enrolment such as information on your chosen qualification, your funding source and what that means including any student fee applicable, and the training and assessment process
- Have access to your personal information and records about your training and assessment progress
- To study in a supportive and engaging learning environment
- To have your personal information maintained in the strictest of confidence and in accordance with the Privacy Act 1988 (Commonwealth)

Your responsibilities as a student:

- Advising your Trainer /Assessor if you have previous skills and knowledge you believe are relevant so that Recognition of your Prior Learning (RPL) may be applied
- Students may apply for Credit Transfer at any time but are encouraged to apply before commencing a training program. Students applying for Credit Transfer must provide a certified copy of the following documents:
    - Qualification certificate and record of results
    - Statement of Attainment
- Make due reference of all of the sources you have used whilst completing your assessments
- Attendance at any face to face training and/or assessment meetings that may be scheduled
- Maintaining appropriate contact with training supervisors/employers, where applicable
- Making all reasonable efforts to complete assessments within timeframes specified by training plans or other timeframes that have been agreed with your Trainer/Assessor
- Demonstrating appropriate behaviours when dealing with your MTS Trainer/Assessor, staff, employers, and other students or relevant stakeholders
- Reading and maintaining resources that are supplied in relation to the relevant course
- Discussing any concerns that you may have with a MTS staff member
- Regularly submitting evidence to be assessed thus demonstrating that you are dedicated to completing your course with MTS within the required time frames
- Gathering documents and other evidence requested by your Trainer /Assessor ready for assessment
- Retain copies of all assessment work you have completed prior to submitting to your Trainer/Assessor
- Ensure all your assessment work is your original work and not copied or plagiarised from any source
- Not be under the influence of alcohol and/or non-prescribed drugs whilst participating in training and / or assessment processes.

Consequences

Where a student fails to meet their responsibilities as previously outlined, the following actions may be taken:

- Student enrolment may be altered/extended to facilitate a longer timeframe.
- Students may be required to re-enrol if there has been no contact for a period of 6 months or greater on the part of the student.
- Student enrolment may be terminated due to no submissions of evidence for a period of 6 months or more.
- In the case of traineeships, MTS are obliged to notify the relevant state education departments of the student's failure to reach required milestones.

The following will be considered as inappropriate conduct and could mean termination from the qualification/course you are undertaking with MTS:

- Disruptive and/or violent behaviour during training, mentoring and/or assessment visits
- Discriminative behaviour towards another student, employer and/or trainers and assessors
- Plagiarism and copying – all assessment work is to be your own.

MTS Responsibilities

Supply the information relevant to an enrolment and issue all required information to all parties

- If relevant to the training being undertaken, ask your employer for access to work records and documented evidence to assist with the collection of assessment evidence
- Provide you with all learning and assessment resources
- Help identify and assess current skills and knowledge and arrange any recognition of your prior learning and credit towards the qualification
- Supply any additional support or reasonable adjustment required during training such as phone or internet support, assistance with literacy, numeracy, or other special needs for learning that you may have
- Report on your progress to government bodies (for training purposes only)
- Conduct assessments and provide feedback.

Language, Literacy, Numeracy & Digital (LLND) Assessment.

All MTS prospective students will be issued an LLND assessment (Initial skills assessments) to complete prior to enrolment.

MTS will take into account the requirements of the training product – it has procedures in place to review, prior to enrolment, the skills and competencies of prospective VET students, including their language, literacy and numeracy proficiency and digital literacy; and based on the outcome of the review – it provides advice to each prospective VET student about whether the training product is suitable for them.

Our enrolment process provides an opportunity to assess and identify any language, literacy, Numeracy or Digital (LLND) issues that you may experience. We have access to external resources should the need arise.

External student support contacts:

Australian Council of Adult Literacy on (03) 9469 2950. http://www.acal.edu.au
NSW Adult Literacy and Numeracy Council on 1300 655 506
Reading Writing Hotline 1300 6 555 06 https://www.readingwritinghotline.edu.au/

Student wellbeing

Students Under 18 Years of Age

MTS recognises that students who are under 18 years of age require additional care and support. We adhere to the Child Protection (Working with Children) Regulation.

All our Training Officers are subject to working with children checks, in accordance with requirements established by the Office of The Children's Guardian, to ensure they are eligible and suitable to work with this group of students. Any Training Officer who is found to be ineligible to work with those under the age of 18 years will not be employed in that capacity. As well, any Training Officer whose eligibility status changes during their employment with MTS must notify us of this change immediately.

We will also gather the parent/guardian contact details for all students under the age of 18 years at the induction visit so an information letter regarding the students training can be posted to them, also ensuring them of a point of contact should they have any queries regarding the student's training or progress throughout the term of their training contract.

Alcohol & Other Drugs

MTS has a drug and alcohol awareness policy which is in line with the NSW Drug Summit in 1999 and the NSW Summit of Alcohol Abuse in 2003. This policy supports prevention, early intervention and referral in regard to drug and alcohol abuse. It states that it is not acceptable for our Training Staff or students to attend training or employment whilst under the influence of alcohol or other drugs. The policy is applicable to and communicated to both our training staff and training participants upon induction. Training Officers must note that this policy has been communicated to students on the induction paperwork.

Training Officers receive training on drug and alcohol abuse upon employment so as they are able to provide leadership which promotes values, attitudes, life skills and attributes which will aid in the prevention of drug abuse. As our Training Officers are onsite in your workplace there is ample opportunity for students to discuss issues with them and seek assistance.

We recognise that drug issues vary between cultures; therefore, education is only one facet of a drug abuse management plan. We are also supportive of rehabilitation and assisting students to maintain employment and training whilst ensuring their training needs are met.

Prevention initiatives include education relating to drug and alcohol abuse, Language Literacy and Numeracy Support, School Based Apprenticeship and Traineeship programs and access and equity policies.
We offer students referral advice to organisations which are experienced with providing information and assistance.

For more information on Alcohol and Drugs use the link or phone numbers below:

Australian Drug Information Service (ADIS)

ADIS provides support, information, advice, crisis counselling and referral to services in NSW.
You can call ADIS 24 hours a day, 7 days a week
Ph: 9361 8000 (Sydney) or free call: 1800 422 599 (For NSW regional and rural callers)

Family Drug Support - Support Line
Family Drug Support assists families throughout Australia to deal with alcohol and drug issues in a way that strengthens relationships and achieves positive outcomes.
Ph: 1300 368 186 (24 hours a day, 7 days a week)

NSW Health Department
Offers further information about drug use and finding assistance;

www.health.nsw.gov.au

Additional Student wellbeing support

You should also discuss any cultural, socio economic, personal or environmental difficulties that you are aware of so that we can put in place strategies which will contribute to a successful training outcome. We have access to external resources should the need arise.

During your course, should you experience any changes in circumstances, please discuss these with your trainer, along with your ANP Mentor and Employer HR.

Beyondblue
For the cost of a local call, the beyondblue info line provides callers with access to information and referral to relevant services for depression and anxiety related matters **Ph: 1300 22 4636**

www.beyondblue.org.au

Kids Help Line.
Kids Help Line is Australia's only free, confidential and anonymous, telephone and online counselling service, specifically designed for **young people aged between 5 and 25**. The service aims to empower young people by assisting them to develop options, identify and understand the consequences of a particular course of action, facilitate more productive relationships with family and friends, and provide information on local support services. Kids Help Line counsellors are fully qualified professionals who undergo additional accredited training at Kids Help Line. **Ph 1800 55 1800 www.kidshelp.com.au**

Lifeline
Lifeline is a crisis line for people to call when they are feeling distressed. Lifeline's services operate from 60 locations nationally, with a presence in every State and Territory within Australia. **Ph 13 11 14 www.lifeline.org.au**

Reach Out!

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. The aim of the service is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways we know work for young people.
au.reachout.com

Counselling Online
Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction. This service is free for anyone seeking help with their own drug use or the drug use of a family member, relative or friend. Counselling Online is available 24 hours a day, 7 days a week, across Australia.

Telephone Free call: 1800 888 236 (Counselling)

Email: **counsellingonline@turningpoint.org.au**

Further external student support contacts:

- Emergency Services (Police, Ambulance, Fire) on 000
- 24-hour Telephone Counselling Distress Call on 1300 364 454
- Salvo Care Line on (02) 9331 6000 or outside Sydney 1300 36 3622
- Salvo Prevention Crisis Line on (02) 9331 2000
- Men's Line Australia on 1300 789 978
- Sexual Assault Helpline on 1800 010 120
- Domestic Violence DV LINE on 1300363 550
- Alcohol and Drug Information Service on 1800 177 833
- Victims of Crime Support Line Victims Support Service on (02) 8688 551/1800 633 063
- Mental Health Services telephone the Mental Health Access Line on 1800 636 825

First Nations Support

Barranggirra - Skilling for Employment Initiative

About the initiative
This initiative consolidates and replaces the long-standing *The Way Ahead for Aboriginal People* and *New Careers for Aboriginal People* programs to strengthen the end to end support for Aboriginal and Torres Strait Islander learners. This includes improved post-training outcomes and building stronger links for Aboriginal people with current opportunities for employment and training flowing from broader Department and Government priorities for Aboriginal participation in the NSW workforce and in major projects.

Barranggirra Objectives
Barranggirra provides end to end support for Aboriginal and Torres Strait Islander learners through culturally appropriate mentoring to ensure successful retention and completion of training and improved post-training employment outcomes.
Barranggirra achieves the following objectives for Aboriginal people:

- Increased access, retention and completion of vocational education and training.
- Aspiration and expectation of career pathways.
- Improved post-training outcomes.
- Increased placement in meaningful and sustainable employment.
- Greater confidence in making decisions that maximise training and employment experiences and outcomes.
- Greater opportunity for Aboriginal business ownership and economic independence.

Service Providers			
Provider	**Service Area**	**Contact**	**Website**
Ungooroo Aboriginal Corporation	Hunter and North Coast & Mid North Coast	02 6571 5111	www.ungooroo.com.au
Bara Barang Corporation Ltd	Central Coast	02 4312 5133	www.barabarang.org.au

Illawarra Aboriginal Corporation	Illawarra & South East and Riverina	02 4276 1878	www.iac.org.au
Gomeroi Education and Training	New England	0410 274 513	gomeroieducation.com
Yilabara Solutions	Sydney Metro, Western NSW	02 9066 4459	yilabara.org.au

NSW Department of Education

Barranggirra

Skilling for Employment Initiative

Barranggirra is from the Wiradjuri language and means "to fly or to arise".

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Barranggirra achieves the following objectives for Aboriginal people:

- Increased access, retention and completion of vocational education and training.
- Aspiration and expectation of career pathways.
- Improved post-training outcomes.
- Increased placement in meaningful and sustainable employment.
- Greater confidence in making decisions that maximise training and employment experiences and outcomes.
- Greater opportunity for Aboriginal business ownership and economic independence.

Service Areas

The service areas for the delivery of the Barranggirra Initiative are based on the Training Services NSW regions as outlined below, and any other areas approved by the Department.

education.nsw.gov.au

NSW GOVERNMENT

NSW Department of Education

Map of Training Services NSW

1. Sydney Metropolitan area (Southern & South Western Sydney, Western Sydney & Blue Mountains and Northern & Central Sydney)
2. Hunter
3. Central Coast
4. Illawarra & South East NSW
5. New England
6. North Coast & Mid North Coast
7. Riverina
8. Central West/Orana – Western NSW
9. Far West – Western NSW

Eligibility

Aboriginal learners undertaking an apprenticeship or traineeship, or part qualification and/or full qualification through the Smart and Skilled program. Learners must have a TCID (training contract ID) or CID (commitment ID) to be eligible for Barranggirra.

More Information

Further information including Service Providers can be found at http://www.education.nsw.gov.au/skills-nsw/aboriginal-and-torres- strait-islander-peoples/barranggirra

education.nsw.gov.au

NSW GOVERNMENT

Accessing Records

The employer and student can access training and assessment records at any time during and after completion of training. Should MTS's Registered Training Organisation cease to operate during or after students have completed training, they will be transferred to another training provider, their records will be kept by MTS the association, where they will still be able to access them. Also, copies of records will be forwarded to the Australian Skills Quality Authority (ASQA) for storage.

MTS will keep records of the student's Certificate or Statement of Attainment and transcript once the student has completed training. If the student is currently in training, MTS will also keep records of all information relating to that training.

All records can be accessed by contacting MTS by phone, fax or email on the following details:
Phone: (02) 8832 4499, Email: training@mytradestart.com.au

Record Management

MTS will keep all student assessment records for three (3) years from date of completion and then student assessment outcomes, including a copy of the qualification/statement of attainment for thirty years (30) years.

A RTO must:

- Maintain a register in accordance with the AQF Qualifications Register Policy of all:
- AQF qualifications it is authorised to issue; and AQF qualifications and VET statements of attainment the organisation has issued to VET students;
- Retain records, in accordance with the AQF Qualifications Register Policy, of all AQF certification documentation issued to VET students for a period of **thirty years**;
- Retain records of all assessments submitted by a VET student to the organisation or a third party for a period of **2 years after the student has completed the training product**; and to adhere with the NSW Smart and Skilled operating guidelines **3 years** after the student has completed the training product.
- Ensure VET students – including those previously enrolled with the organisation – are able to access copies of their AQF certification documentation retained under paragraph (b); and
- Upon request from the National VET Regulator, provide a report of all AQF qualifications and VET statements of attainment the organisation has issued during the period specified in the Regulator's request.

Privacy

MTS is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Privacy Act) which incorporates the amendments made to the Privacy Amendment (Private Sector) Act 2020

Collection of student information

MTS may collect and hold personal information about you such as your name, gender, date of birth, contact details (including your address, phone number and email address, whether personal or for work), financial information, billing or payment details, bank account details, tax file number, products and services information and preferences. MTS does

not collect sensitive information and we will only collect such information with your consent if it is reasonably necessary for one or more of our functions or activities.

Use and disclosure

Any details collected from MTS customers are required for us to conduct business as an education provider. Collected information is used for the following purposes:

- Determine whether we can provide suitable training and assess your specific needs
- Manage administration of training and services
- Communicate in the case of an emergency
- To determine eligibility for a course

Report to government agencies and other regulating bodies, funding or industry bodies as required. This includes compliance with Australian Skills Quality Authority and National Centre for Vocational Education Research reporting requirements.

Personal information will not be used or disclosed for any other purpose unless the student has consented.

Use of Photographs and Videos

MTS may use photos or video footage of students for marketing, promotion or publicity purposes. Students who appear in photos or video footage are asked to sign a MTS Media Release Form (included on the enrolment form), which gives permission to use the images for the above purposes. You have the right to refuse to participate in photography or video shoots, or to refuse consent for the utilisation of a photograph or video footage.

Access to collected information

MTS will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date. Students have the right to access personal information held about them. If your information changes, please notify us as soon as possible.

If you wish to authorise a third party to access your records, then we will need to be notified of such an arrangement in writing.

Data security

MTS will take all reasonable steps to protect the personal information it holds. Employers have access to information only about the student's progress and assessment. If they require further information about the student's records permission from the student will need to be obtained.

Access and Equity

The student should notify MTS if there is anything they are aware of, at any time, which may affect their training or assessment. For example, a disability or a language, literacy or numeracy issue. We are committed to adapting or customising training and assessment to meet the student's needs.

Talk to the employer/supervisor or the MTS Training Officer about this. If we are not made aware of the issue, we cannot assist the student in achieving the desired outcomes. All students will be treated equitably, having regard to their particular needs and backgrounds, in order to ensure the

provision of every reasonable opportunity for them to acquire particular competencies for their qualification.

The induction process is a good opportunity for the student to bring up any issues or concerns that they may have in regard to completing the traineeship/apprenticeship. The Training Officer is able to make adjustments to the training where necessary to accommodate student needs.

Qualifications & Statements of Attainment (SOA)

The qualification & SOA will be issued to the student within 30 calendar days from the completion, provided the student has:

a) has completed the AQF qualification or completed one or more units of an AQF qualification which they have subsequently withdrawn from; and
b) has paid to the organisation all agreed fees associated with the training product.

QUALIFICATION CERTIFICATE

This is presented upon successful completion of all units of competency and when the qualification packaging rules have been met. The certificate incorporates a transcript which lists the National units of competency that have been successfully completed.

STATEMENT OF ATTAINMENT (SOA)

This is presented upon successful completion of units of competency if the whole qualification was not completed.

Both the Qualification and the Statement of Attainment issued by MTS are Nationally Recognised. Certificates and SOA's will be posted to the workplace address depending on the student's approval and/or the student's last known home address. If the student would like us to post the qualification/statement of attainment to an alternate address, please contact the MTS Training Department on (02) 8832 4499.

Please note that on Completion of the training program MTS will only issue one copy of a Qualification Certificate/Statement of Attainment.

Should for any reason the student requires another copy of the Qualification Certificate or Statement of Attainment, one can be re issued. However, a fee of $110 (GST Inclusive) will apply. Once MTS receives payment the qualification or statement of attainment will be mailed to the nominated address.

USI reporting

Registered Training Organisations (RTOs) must report annually, or choose to report quarterly, on fee for service training directly to the National VET Provider Collection. MTS reports all required data to the USI register for fee for service 6 monthly.

If your Certificate or Statement of Attainment has been issued from 2015 onwards, your records are available on the USI Registry, in your USI portal. Transcripts can be downloaded directly by login in at https://www.usi.gov.au/help/login-to-usi-registry

The Support Structure

MTS understands the pressures that can occur from time to time when working and studying at the same time. To assist students and employers with any event or hardship that may occur from time to time we offer a broad range of assistance measures and can suggest support organisations.

Should the student or employer need assistance we strongly recommend that you use your Training Officer as your first line of contact or support.

Cancelling the Training Program

Traineeships/apprenticeships can be cancelled through mutual agreement between the student and the workplace. Cancellation cannot be forced by the employer and a student cannot simply resign without the consent of the employer/supervisor.

When cancelling a traineeship/apprenticeship the employer is required to submit an application for cancellation with the State Training Authority. Both the employer and the student must keep signed copies of this application. The employer must also inform MTS upon cancellation.

What happens after you complete your training?

Once MTS issues the qualification, students may have the option to progress into another qualification to further their career prospects.

In order to finalise the traineeship/apprenticeship students will need to supply a copy of their qualification to the State Training Authority. The employer should receive a letter from the State Training Authority around the time of the student's completion that will outline where to send the certificate.

Once this has been supplied, the State Training Authority will issue the student with a Certificate of Proficiency that demonstrates that the student has completed the time on the job and the qualification and the traineeship/apprenticeship will be finalised.
For more information on the student's traineeship/apprenticeship you can contact Customer Support Centre, on 13 28 11.

Changing a Vocation

Should you or your employer wish to change your qualification during your training, a Change of Vocation form must be completed and submitted to The Department of Education. The form must be accompanied by a copy of a new training plan. Change of Vocation must be arranged by mutual agreement between the employer and student. Both the employer and the student must keep signed copies of this application.

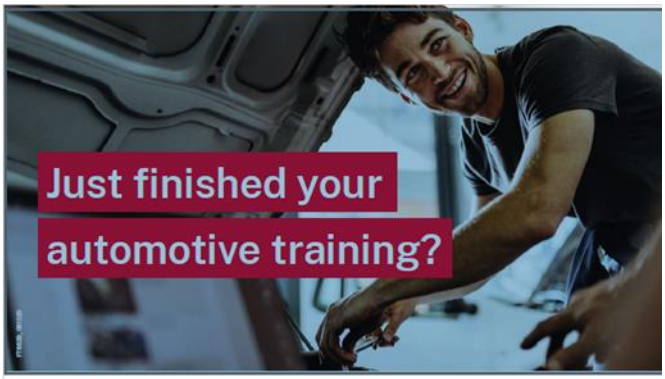
The employer must also inform MTS upon Change of Vocation.

Change of Vocation forms and further information can be obtained from MTS, please phone (02) 8832 4499.

Licensing

Motor vehicle repair businesses in New South Wales are regulated by the Motor Vehicle Repairs Act. The Act requires all motor vehicle repair businesses to be licensed and the trades' people working in those businesses to be certified. These licensing functions are performed by the Office of Fair

Trading in NSW which also mediates disputes between motor vehicle owners and repairers.
If the student is completing a technical qualification with MTS it is essential that the Office of Fair Trading in NSW be contacted upon completion, to ensure the appropriate licence to carry out servicing and/or repairs on vehicles is applied for.



Know when you're eligible to apply for a Motor Vehicle Tradespersons Certificate

You must have fully completed your apprenticeship before applying for a Motor Vehicle Tradespersons Certificate (MVTC).

If you're still registered as an apprentice or trainee, even if you've finished the coursework, you're not eligible to apply yet.

You can check the status of your apprenticeship and get expert advice by calling Training Services on **13 28 11** or visiting **education.nsw.gov.au/skills-nsw/contact-us**.

Giving false information on your application is a serious offence. It could lead to your authorisation being cancelled or legal action.

Learn more

Go to **nsw.gov.au** and search 'Motor Vehicle Tradespersons Certificate'

Call NSW Fair Trading on **13 32 20**

Scan the code for more info on our website

NSW Fair Trading

NSW GOVERNMENT

Completed your training and qualification?

What's next...

1 Prepare your documentation

Once your apprenticeship is completed ensure you have all the relevant documents, for example:

Proof of identity

Qualifications

You may be asked to provide evidence of completion of your apprenticeship. For example, your Certificate of Proficiency. Ensure you have the correct qualification for the certificate you're applying for. To check visit **nsw.gov.au** and search 'Motor Vehicle Tradespersons Certificate qualifications'.

2 Apply and pay for your Motor Vehicle Tradespersons Certificate

Save time and money. Apply online for a faster experience and a discounted application fee.

You have the option to apply for a 1, 3 or 5 year certificate. Applications can be lodged online and fees apply.

If you want to run your own business you will also need to apply for a **Motor Vehicle Repairer Licence**.

Ready to Apply

Apply for a motor vehicle tradespersons certificate
service.nsw.gov.au/transaction/apply-for-a-motor-vehicle-tradesperson-certificate

Apply for a motor vehicle repairer licence
service.nsw.gov.au/transaction/apply-for-a-motor-vehicle-repairer-licence

NSW Fair Trading

NSW GOVERNMENT

For further information, contact the Office of Fair Trading in NSW on 133 220 or visit:
www.fairtrading.nsw.gov.au

Extension of Training Term

Should you or your employer wish to apply to extend the term of your qualification during your training for whatever reason, an Extension of Term form along with a revised training plan must be completed and submitted to The Department of Education at least three months prior to the original completion date. Examples of when an extension may be required include but are not limited to you being absent from work for an extended period of time or if you have a learning difficulty or if it is perceived that there is not adequate time available to complete.

Extension of Term must be arranged by mutual agreement between the employer and student. Both the employer and the student must keep signed copies of this application.
The employer must also inform MTS upon Extension of Term.

Extension of term forms and further information can be obtained from MTS, please phone (02) 8832 4499.

Fees, Funding And Refunds

Government Funding Eligible Trainees/Apprentices

Students of MTS undertaking a Traineeship or an Apprenticeship may be subject to a compulsory Student Fee. We supply a quality training product subsidised by the State Training Authority and as a requirement of that funding MTS, like all other Registered Training Organisations (RTOs), is required to charge a compulsory Student / Administration Fee that aligns to the State Training Authority.

The student or the employer may pay the fee, however it is the responsibility of the student to ensure the fee is paid. The fee amount changes annually, please contact MTS to confirm current administration fees.

If the student is undertaking the course as part of an apprenticeship clause 15.3 of the Vehicle Manufacturing, Repair, Services and Retail award states:

1. Any costs associated with all fees for prescribed courses and prescribed textbooks (excluding those textbooks which are available in the employer's technical library) incurred by an employee in connection with training specified in, or associated with, the training contract must be reimbursed to the apprentice within 6 months from the commencement of the apprenticeship or the relevant stage of the apprenticeship, or within 3 months of the registered training organisation commencing training, whichever is the later, unless there is unsatisfactory progress;

2. Direct payment of the fees and textbooks, within 6 months from the commencement of the apprenticeship or the relevant stage of the apprenticeship, by an employer to the training provider satisfies the requirement for reimbursement in clause 15.3(a) above.

Refunds

1. Withdrawal from a course after the enrolment has been confirmed will incur an administration fee of 25% of the full student fee.
2. Withdrawal from a course after units commenced or resource materials supplied will incur a Fee Per unit completed.
3. Discretion may be exercised by the RTO Manager if the student can demonstrate that extenuating circumstances led to their withdrawal.
4. Refunds will be paid via electronic funds transfer using the authorised bank account nominated by the student on the REFUND REQUEST FORM.

Exceptional circumstances where you may be eligible for a refund could include but not limited to: extended hospitalisation (supported by a medical certificate) or extenuating personal circumstances.

Fee Protection

The RTO Standards requires protection of fees which have been pre-paid by students. To meet our responsibilities, MTS accepts payment of no more than $1,500 from each individual student prior to the commencement of the course. Following the course commencement, MTS may require payment of additional fees from the student but only such that at any given time, the total amount required to be paid does not exceed $1,500 in advance.

Funding

MTS offers Government funded and Fee for Service courses and programs. Note that the funding arrangements refer to a 'student fee'. This may be paid by you, your employer or by another third party as appropriate to your circumstances. Fees and charges can be discussed with a member of our staff so that you fully understand your financial obligations and the obligations which enable your selected course to be funded.

Funded courses

Funding is provided by each State Government to enable students access to subsidised training and is generally targeted at those qualifications where there is a skills shortage or were developing those skills would be advantageous to the economy.

There are two elements to a qualification being funded by the Government:

1. MTS must have the qualification on its scope and must have formally applied for the funding available for the course
2. A student must be eligible for the funding. Eligibility criteria can be different in each State and the requirements may include but are not limited to:
    - The student must be an Australian citizen or permanent resident
    - The student must live or work in the State which is providing the funding
    - The student must be 15 years or older and not in full time education.

There are also different levels of funding. Some courses are completely funded, and some courses require a co-contribution by the student in the form of a student fee. The student fee payable can also depend on the previous courses undertaken by the prospective student.

A full list of funded courses which MTS offers, and a price guide is published on our website www.mytradestart.com.au

ADDITIONAL FEES

Reissuing Qualification or Statement of Attainment

MTS will only issue one copy of the student's Qualification or Statement of Attainment. If an additional original is required to be re-issued, MTS will charge a fee of $110 (GST Inclusive). Once we have received payment the Qualification or Statement of Attainment will be posted to the nominated address.

Additional Training

Students may be given the opportunity to obtain an additional qualification during their training period. Please note that completion of an additional qualification will incur an additional fee. Fee details are outlined in the Pricing list associated with the qualification that is being undertaken. This fee is on top of any other charges associated with the training.

FEE EXEMPTIONS

NSW Exemptions
There are equity groups who are exempt from fees and they are people who are of Aboriginal or Torres Strait Islander background or those with a recognised disability. If the student falls into either of these categories, please discuss fee exemption with the designated Training Officer or directly with MTS Administration staff by calling 02 8832 4499.

Appeals, Complaints And Grievances

Complaints and grievances

MTS recognises that differences and grievances can arise from time to time. Quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. Advise us if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Advise us if you think you or your student has been treated unfairly or unjustly.

The above can be done by emailing info@mytradestart.com.au or by contacting us on (02) 8832 4499 to inform us of your concern. We will then discuss the matter with you and endeavour to resolve the problem.

Should your complaint/grievance not be resolved informally you may request a formal complaints form through the process listed below:

1. Submission of Complaint or Grievance - Formal complaints or grievances must be submitted to the he General Manager Training - RTO by completing Complaints, Grievances and Appeals Form accessed via our Appeals, Complaints And Grievances page on our website https://www.mytradestart.com.au/complaints-procedures/ or https://my-trade-start.rtosafe.com.au/Public/Complaints/New or emailing Louise.Kinloch@mtansw.com.au for a link.
2. Acknowledgement of Receipt - The General Manager Training - RTO will acknowledge receipt of the complaint or grievance in writing within 24 hours of the form being lodged.
3. Assessment and Outcome - The General Manager Training - RTO will assess the complaint or grievance, determine an appropriate outcome, and notify all relevant parties in writing within 10 working days.
4. Further Action - If the complainant is dissatisfied with the outcome, they will be informed of their right to escalate the matter through an external or independent body.

MTS will thoroughly assess your concern and consult with you to achieve a suitable outcome for up to 60 days. We will also review the solution to ensure that it has been suitable and effective, ensuring you remain satisfied. You will be provided with a written response from MTS regarding the solution to your concern.

Should your concern remain unresolved you have the right to esca escalate the matter through an external or independent body, they are listed below.

Who to contact

- Issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA) Website: www.asqa.gov.au

- Smart and Skilled enquiries/complaints
  Phone: 13 28 11 / 1300 772 104
  Email: SmartandSkilled.Enquiries@det.nsw.edu.au
  Online enquiry and feedback form
- Consumers specifically asking for a refund or similar should contact NSW Fair Trading
  Phone: 13 32 20, Monday-Friday, 8:30am to 5pm
  Website: www.fairtrading.nsw.gov.au
- If it is a work health and safety issue contact Safe work NSW
  Phone: 13 10 50, Monday-Friday, 8:30am to 5pm
  Website: www.safework.nsw.gov.au

Instances where you may require assistance include but are not limited to;

- Being given false information by MTS
- The communication process with MTS has broken down and the transfer of information is either incomplete or misunderstood
- Confusion about what to do
- Being unable to carry out a task successfully due to lack of training time and resources
- not agreeing on the quality levels being provided by MTS
- Your expectations of the service delivery not being met
- Availability of resources and suitable alternatives are not being provided

Still not sure?
The National Training Complaints Hotline will direct you to the relevant authorities or the most appropriate organisation to assist you.

- Phone: 13 38 73, Monday-Friday, 9am to 5pm
- National Training Complaints Hotline complaints form
- Website: dewr.gov.au/national-training-complaints-hotline

Assessment Appeals

There is an assessment appeal process in place should the employer/supervisor or the student believe the assessment process was inappropriate or unfair.

Should this occur, discuss the issue firstly with the Training Officer and if a satisfactory arrangement is not reached, you may complete a Complaints, Grievances and Appeals Form accessed via our Appeals, Complaints And Grievances page on our website https://www.mytradestart.com.au/complaints-procedures/ or https://my-trade-start.rtosafe.com.au/Public/Complaints/New or emailing Louise.Kinloch@mtansw.com.au for a link. This is then lodged with the General Manager Training - RTO who will review the issue and consult with you to find a solution. Should you be dissatisfied with the outcome, the General Manager Training - RTO will arrange for an alternative Training Officer to reassess you.

MAT NSW Appeals Process

1. **Submission of Appeal**
   - An appeal must be submitted using the complete a Complaints, Grievances and Appeals Form accessed via our Appeals, Complaints And Grievances page on our website https://www.mytradestart.com.au/complaints-procedures/ or https://my-trade-start.rtosafe.com.au/Public/Complaints/New or emailing Louise.Kinloch@mtansw.com.au for a link, which requires the appellant to specify the details of the appeal, including the nature of the dispute and relevant evidence.

- Appeals must be lodged within twenty-eight (28) working days from the date the decision or finding was communicated to the appellant.

2. **Acknowledgement of Appeal**
   - Upon receiving the appeal, MTA NSW will acknowledge receipt in writing and provide the appellant with an update on the progress of their appeal within seven (7) working days.
3. **Review and Assessment of Appeal**
   - MTA NSW will review the appeal in detail, which may include consultation with the assessor or trainer involved and the gathering of any additional information required for a fair assessment.
   - In the event the appeal involves an assessment decision, MTA NSW will arrange for the work to be re-assessed by an alternate assessor to ensure impartiality.
4. **Outcome of Appeal**
   - The appellant will be notified of the outcome of their appeal in writing within twenty-one (21) working days of lodging the appeal.
5. **Extended Timeframe for Resolution**
   - MTA NSW will make every effort to resolve the appeal within 60 days. If the appeal process is expected to take longer, the appellant will be informed in writing, outlining the reason for the delay and when the issue is anticipated to be addressed.
6. **Further Action (If the Appeal is Not Resolved)**
   - If the appellant disagrees with the re-marked result, they may submit a formal request to the RTO Operations Manager to have the assessment re-marked by a suitably qualified external party.
     - Please note: This process may incur additional costs, which will be payable by the student.
     - The result determined by the external party will be considered the final decision.
7. **Escalation to External Authorities**
   - If no satisfactory solution is reached you can appeal to State Training Authority, ASQA or the National Training Complaints Hotline:
     - Australian Skills Quality Authority (ASQA)
       Website: www.asqa.gov.au
     - Smart and Skilled enquiries/complaints
       Phone: 13 28 11 / 1300 772 104
       Email: SmartandSkilled.Enquiries@det.nsw.edu.au
       Online enquiry and feedback form
     - National Training Complaints Hotline
       Phone: 13 38 73
       Website: www.dewr.gov.au/national-training-complaints-hotline/national-training-complaints-hotline-complaints-form

Smart and Skilled Consumer Protection Policy

All Smart and Skilled students and potential students (consumers) have the right to expect that the training they receive is consistent with the national VET regulator's requirements (the Australian Skills Quality Authority) and the requirements of the Smart and Skilled contract.
The Consumer Protection Policy:

- defines the rights and obligations of students and consumers with respect to their training under Smart and Skilled.

- defines the consumer protection obligations of a training provider with a Smart and Skilled contract.
- explains the measures the NSW Department of Education (the Department) has implemented to protect the rights of students receiving training under Smart and Skilled.
- describes the Smart and Skilled complaints handling and dispute resolution process.
- lists other agencies that may assist in the complaints handling process.

Who to contact:

Smart and Skilled enquiries/complaints
Phone: 13 28 11 / 1300 772 104
Email: SmartandSkilled.Enquiries@det.nsw.edu.au
Online enquiry and feedback form

Consumers specifically asking for a refund or similar should contact NSW Fair Trading
Phone: 13 32 20, Monday-Friday, 8:30am to 5pm
Website: www.fairtrading.nsw.gov.au

If it is a work health and safety issue contact Safework NSW
Phone: 13 10 50, Monday-Friday, 8:30am to 5pm
Website: www.safework.nsw.gov.au

Consumer contacts Training Services NSW

- Applying Online - https://www.nsw.gov.au/departments-and-agencies/department-of-education/contact-training-services

- Phone - 1300 772 104

- In person (at a Training Services NSW Regional Office):

Sydney Metropolitan Offices
Central and Northern Sydney
Manager: Derek Hennessy
Level 13, 67 Albert Avenue
Chatswood NSW 2067
Ph: (02) 9242 1700
TS.Chatswood@det.nsw.edu.au

Southern and South Western Sydney
Manager: Robert Macmaster
Level 2, 41-45 Rickard Road
Bankstown NSW 2200
Ph: (02) 8707 9600
TS.Bankstown@det.nsw.edu.au

Western Sydney and Blue Mountains
R/Manager: Noeleen Alchin
Postal address: PO Box 5068
Parramatta NSW 2124
Ph: (02) 9204 7400
TS.Parramatta@det.nsw.edu.au

Regional Offices
Hunter and Central Coast
Newcastle
Manager: Liana Nadalin
Level 1, 117 Bull Street
Newcastle West NSW 2302
Postal address: Locked Bag 542
Newcastle NSW 2300
Ph: (02) 4926 7300
TS.Newcastle@det.nsw.edu.au

North Coast and Mid North Coast
Lismore
R/Managers: Phil Borrow and Jackie Martinson
Suite 2, Level 4
29 Molesworth Street
(PO Box 575)
Lismore NSW 2480
Ph: (02) 6629 7900
TS.Lismore@det.nsw.edu.au

New England
Tamworth
R/Manager: Naomi Spark
Suite 2, Level 2, Noel Park House
155-157 Marius Street
Tamworth NSW 2340
Ph: (02) 5778 5900
TS.Tamworth@det.nsw.edu.au

Western NSW
Orange
R/Manager: Daniel Bennett
Ground Level
105 Prince Street
Orange NSW 2800
Postal address:
Locked Bag 21
Orange NSW 2800
Ph: 13 28 11
TS.Orange@det.nsw.edu.au

Riverina
Wagga Wagga
Manager: Garry Whittaker
87 Forsyth Street
Wagga Wagga NSW 2650
Ph: (02) 6937 7600
TS.WaggaWagga@det.nsw.edu.au

Illawarra and South East NSW
Wollongong
Manager: Kamila Wilk
Level 1, Block E State Office Block
84 Crown Street
Wollongong NSW 2500
Ph: (02) 4240 3700
TS.Wollongong@det.nsw.edu.au

Legislation That Affects You

There is a range of legislative and regulatory requirements which affect training. Please see below for more information regarding these.

Work Health & Safety (WHS)
MTS is dedicated to ensuring a safe and healthy learning environment in accordance with WHS legislative requirements. Therefore, it is vitally important that the student adheres to workplace policies and procedures at all times and follow the instructions of the employer and our Training Officer.

Human Rights
The following legislation applies to students during the training contract, as well as during all training and assessment that is undertaken. You are required to treat all persons fairly as they themselves are treated fairly. You are not to bully, harass, victimise or racially vilify anyone. The following should be adhered to at all times:

- *Anti-Discrimination Act 1977* (NSW)
- *Racial Discrimination Act 1975* (Cth)
- *Sex Discrimination Act 1984* (Cth)
- *Australian Human Rights Commission Act 1986* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Age Discrimination Act 2004* (Cth)

If students are being treated unfairly they are encouraged to speak to their employer and/or their MTS Training Officer. The RTO Manager and HR Manager are also obligated to take all allegations against MTS staff seriously and investigate them fully.

Child Protection
The Child Protection (Working with Children) Act 2012 prevents sex offenders from working with children and young people under 18 years of age and incorporates the checking of those who want to work with children and young people. All MTS Training Officers are required to sign a declaration acknowledging the *Child Protection (Working with Children) Act 2012*, and undertake a Working with Children Check. Employers must adhere to – Children and Young Persons (Care and Protection) Act 1998 and Children and Young Persons (Care and Protection) (Child Employment) Regulation and the Code of Conduct.

Privacy

MTS collects and stores student personal details. During training we record the student's progress and report back to the employer/supervisor. Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details of our students for research, statistical analysis, program evaluation, post completion survey and internal management purposes to the State Training Authority.

WE DO NOT share, rent, or sell personal information that students provide. The confidentiality of the information we collect from students is protected under the *Privacy and Personal Information Act 1998 (NSW)* and the *Privacy Act 1988* (Cth).

Other legislation

- The *Apprenticeship and Traineeship Act 2001* (NSW) applies directly to the administration of traineeships/apprenticeships within NSW. It sets out the roles and responsibilities of the employer, MTS and also the student.
- *Workers Compensation Act 1987* (NSW)
- *Disability Discrimination Act 1992* (Cth)
- *National Vocational Education and Training Regulator Act 2011* (Cth)
- *Consumer and Competition Act 2010* (Cth)
- *Fair Work Act 2009* (Cth)

Work Health & Safety (WHS)

Please note: Training Officers are advised not to persist in training/assessing in an unsafe environment.

The safety of staff and students is of primary importance in all activities carried out by MTS. We observe all work health and safety legislation within our operations.

We are dedicated to ensuring a safe and healthy work and learning environment in accordance with legislative requirements and best practice.

This policy is in accordance with the following relevant legislation and regulations:

- *Work Health and Safety Act 2011* (NSW)
- *Work Health and Safety Regulations 2011* (NSW)
- *Workplace Compensation Act 1987* (NSW)
- WHS Consultation, Coordination & Cooperation Code of Practice

Our mode of delivery, employment- based training and assessment is undertaken at the student's workplace and the WHS policies and procedures of that organisation are applicable to our Training Officers. We consult, cooperate and coordinate with workplaces in regard to the WHS of our Training Officers whilst they are onsite delivering training and/or assessment. We have a duty of care to ensure that training and assessment is carried out in a safe environment. At the induction visit our Training Officer undertakes a WHS assessment of the workplace to identify any hazards or unsafe situations in the learning environment. The induction also covers an explanation of these requirements.

The WHS assessment looks at the layout of the learning environment, manual handling, exits and evacuation plans, access points and pathways, noise and WHS signage. This WHS Training Location Inspection Checklist is contained within the Induction Checklist documentation.

The WHS training location assessment allows for a determination to be made in relation to whether the learning environment is safe or unsafe and for comments to be made on particular points of interest. Items or hazards that require further action are graded via a risk matrix and discussed with the workplace employer. The consultation with the workplace concentrates on the necessary action to take, who is responsible within the workplace, the date to be resolved and a review date. The Training Officer follows up on the identified hazards at the subsequent visits until the situation is satisfactorily resolved. This is documented on the training location inspection action list.

All MTS Training Officers are responsible for:

- Maintaining a safe working and learning environment at each training and/or assessment event by assisting to eliminate or minimise risks in the learning environment/workplace.
- Ensuring they receive a WHS induction or site specific safety information or training from the workplace where relevant.
- Providing detailed information to the workplace in relation to the training environment and the nature of work to be carried out at each visit, inclusive of any plant and equipment to be used during training, health and safety risks associated with the training, relevant emergency procedures and WHS arrangements.
- Consulting with the workplace, MTS and key staff regarding any changes and new tasks which affect WHS.
- Discussing any PPE requirements for the visit and ensuring correct PPE is applied.
- Completing the WHS checklist upon induction and following up as necessary with the employer and MTS.
- Completing the WHS section on each workplace visit form.

Help Us Improve How We Work With You

Feedback & Quality Improvement

In line with the VET Quality Framework, MTS is committed to maintaining a continuous improvement system to ensure its products and services exceed the requirements of employers, students and stakeholders.

We value and welcome constructive feedback which will improve our products and services. We provide you with an opportunity for Improvement in the form of either the Training Evaluation Form and the Employer Survey that may be filled out by the employer/supervisor or student in relation to any aspect of the traineeship/apprenticeship delivery that you feel may need improvement. These forms are sent by our training management system via email to the emails provided at the time of student sign up and checked at the induction visit.

Please send any enquires or questions regarding the training process to the email listed below.
Email: **training@mytradestart.com.au**

As a student you will be required to provide feedback. During and at the end of the course you may be required to complete questionnaires conducted by the following regulatory bodies.

- National Centre for Vocational Education Research
- Australian Skills Quality Authority
- Smart and Skilled NSW

Glossary Of Terms

Access & Equity – Ensuring training services are responsive to the diverse needs of all employers and students. MTS has developed and will continue to develop and implement policies, processes and procedures so that the benefits of participating in training are available to everyone on an equitable basis regardless of their location or circumstance.

Administration Fee – An annual fee which is payable by the student to MTS for the administration costs associated with the training delivery.

Australian Skills Quality Authority (ASQA) – The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Apprentice Connect Australia Providers (ACAP) – 'One-stop shops' that provide information, recruitment and administration services and support to employers and Australian Apprentices.

Apprenticeship – A system of training regulated by law or custom which combines on-the-job training and work experience while in paid employment with formal (usually off-the-job training). The apprentice enters into a contract of training or training agreement with an employer, which imposes mutual obligations on both parties. Apprenticeships are open to anyone of working age, and do not require any entry qualifications and are offered on a full-time basis.

Australian Qualifications Framework – The national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF was first introduced in 1995 to underpin the national system of qualifications in Australia, encompassing higher education, vocational education and training and schools. The AQF 2011 provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. The qualifications are: Senior Secondary Certificate of Education; Certificate I; Certificate II; Certificate III; Certificate IV; Diploma; Advanced Diploma; Associate Degree; Bachelor Degree; Bachelor Honours Degree; Vocational Graduate Certificate; Vocational Graduate Diploma; Graduate Certificate; Graduate Diploma; Masters Degree; Doctoral Degree; Higher Doctoral Degree.

Australian school-based apprenticeships – A mix of academic, vocational and technical education and training and paid employment which enables Years 11 and 12 students to get a senior secondary certificate and credits towards a vocational qualification. In some areas, students can also access Australian school-based apprenticeships through one of the Australian Technical Colleges.

Assessment – The process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Competent – Having the necessary ability, knowledge, or skill to complete a task successfully to the required standard. A student whom has acquired specified skills and knowledge and the ability to perform particular tasks and duties to the standard required in the workplace within the relevant industry is deemed competent.

Competency – Competency means that the student has acquired the specified skills, knowledge and the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competencies conform to National Standards or the level of competence that must be achieved, as defined by industry through an endorsed training package, a nationally accredited course or licensing standards where applicable. This means the knowledge and skills attained are transferable and therefore applicable to other workplaces nationally.

Continuous Improvement – An ongoing evaluation process to improve products, services, methods or processes through the measurement of their efficiency, effectiveness and flexibility as part of the normal operations of a training organisation.

Credit transfer – The recognition and granting of status or credit by an institution or training organisation to students for units of competency completed at the same or another institution or training organisation.

Employer/Employer Representative – A person or business who employs a student and who gives the individual instruction on the tasks they must complete as part of their employment.

Employability skills – The skills which enable people to gain, keep and progress in employment, including skills in the clusters of work readiness and work habits, interpersonal skills and learning, thinking and adaptability skills.

Feedback – The information collected from stakeholders in regard to training delivery which is used to continually improve MTS products and services.

Group Training Organisation (GTO) – A company or organisation that employs apprentices and trainees and places them with one or more host employers who are usually small to medium-sized businesses. The host employers provide on-the-job training and experience, while the group training company organises off-the-job training and handles recruitment, job rotation and payroll.

Host Employer – An organisation that hosts, under a written agreement, a student employed by a GTO.

Nationally Recognised Training – An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. Only registered training organisations that meet government quality standards can provide nationally recognised training. It includes accredited courses and endorsed training package qualifications.

On-the-Job Training – Training which occurs while the student is at work, usually delivered by the employer or a person nominated by the employer such as a supervisor, mentor or a technical expert.

Off-the-Job Training – Training which is delivered at the workplace by your MTS Training Officer.

Pre-apprenticeship course – A course which provides initial training in a particular industry or occupation. Successful completion of the course can assist participants to obtain an apprenticeship and may enable the term of the apprentice's training agreement to be reduced.

Policy – A framework or guideline that is generally adopted by the Board or Senior Governance body within an organisation. It becomes a principle or rule to guide decisions and achieve rational outcomes.

Principles of assessment- the assessment system facilitates assessment which must be conducted in accordance with the following principles:

i. fairness – assessment accommodates the needs of the *VET student*, including implementing *reasonable adjustments* where appropriate and enabling reassessment where necessary

ii. flexibility – assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge;

iii. validity – assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting; and

iv. reliability – assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment

Procedure – This is the process that is done to achieve the policy outcome.

Qualification (Nominal) Term – The length of term of the training contract.

Qualification – Formal certification that is awarded by an accredited authority such as MTS in recognition of the student satisfying all requirements of the units of competency that comprise an Australian Qualifications Framework (AQF) qualification, as specified by a nationally endorsed training package or an accredited course that provides training for that qualification.

Recognition of current competencies – The assessment of a person's current capacity to perform. It applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.

Recognition of prior learning – The acknowledgment of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module. It can lead to a full qualification in the VET sector.

Registered Training Organisation – An organisation which conducts nationally recognised training and assessment services and issue nationally recognised qualifications. They are registered by the Australian Skills Quality Authority (ASQA) in accordance with The VET Quality Framework.

Rules of evidence – In this case evidence is the information, documentation or products/demonstrations you provide as proof of your knowledge, skills and understanding.

i. validity – assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product;
ii. sufficiency – the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product;
iii. authenticity – the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student; and
iv. currency – the assessment evidence presented to the assessor demonstrates the VET student's current skills and knowledge.

Skill sets - Single units or combinations of units which link to a license or regulatory requirement, or a defined industry need.

Statement of Attainment – A statement denoting the units of competence you have achieved as part of a Nationally recognised qualification.

State Training Services – State Training Services manages activities and programs which address the NSW Government's policies on the State's future skills needs. State Training Services is part of the NSW Department of Education.

Text Book & Resource Fee – An annual fee which is payable by the student to MTS for textbooks and resources associated with the training delivery.

Student – An individual learning under a Training Contract established under The Apprenticeship and Traineeship Act 2001 NSW.

TCID – Training contract ID number. This is your unique identifier assigned to apprentices and Trainees in NSW.

Traineeship – This is a training contract which involves both employment and formal training. Traineeships are open to anyone of working age, and do not require any entry qualifications and are offered on a full-time or part-time basis.

Training contract – A legally binding agreement between an apprentice or trainee and an employer which defines the rights and responsibilities of each party. These include the employer guaranteeing to train the apprentice or trainee in the agreed occupation or training area and to allow time off work to attend any required off-the-job training; and the apprentice or trainee agreeing to learn all aspects of the occupation or training area and to work for the employer for a specified period.

Training package – An integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills developed by industry to meet the training needs of an industry or a group of industries. Training packages consist of core endorsed components of competency standards, assessment guidelines and qualifications, and optional non-endorsed components of support materials such as learning strategies, assessment resources and professional development materials.

Training plan – A documented program of training and assessment required for an apprenticeship/traineeship training contract. It is developed by a registered training organisation in consultation with the parties to the contract as the basis for training and assessing a person undertaking an apprenticeship or traineeship.

Training Visit – This is the scheduled meeting when the MTS Training Officer will come to the workplace to conduct training and/or assessment.

VET Quality Framework – This framework comprises of several sections including Standards for NVR Registered Training Organisations, Fit and Proper Person Requirements, Financial Viability Risk Assessment Requirements, Data Provision Requirements and The Australian Qualification Framework.

Workplace – Refers to any premises where persons work and includes any of the following; land, building or part of any building, vehicle, vessel or aircraft, installation on land, on the bed of any waters or floating on any waters, tent or movable structure.