



**MOTOR TRADERS'  
ASSOCIATION OF NSW**

## **Training and Education**



## **LEARNER AND EMPLOYER HANDBOOK**

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## **WELCOME**

Welcome to The Motor Traders' Association of NSW (MTA NSW) and thank you for choosing us as your Training Provider.

MTA NSW has a proud history of representing and servicing the Automotive Industry in NSW and it has recently celebrated its 100<sup>th</sup> year Anniversary.

MTA NSW 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, it will also be fulfilling.

The pursuit of learning is a journey of new concepts, ideas and experience and in this MTA NSW will support you in all your endeavours. This will be a shared experience and the staff at MTA NSW is 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 learner 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 and/ or Skills Canberra.

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

Yours sincerely,

**Training Department**

**Motor Traders' Association of NSW**

## ABOUT MTA NSW

Founded in 1910, the Motor Traders' Association of New South Wales (MTA NSW) is a registered industrial body, which provides a range of services to its members, who are business owners and business principals in the automotive industry throughout NSW.

With more than 6000 members and affiliates, MTA NSW is one of the largest state based industry associations in Australia. Our Vision is a financially strong Association that is the business centre of the automotive industry in NSW and is the premier organisation representing the industry to government, media, the corporate sector and the community.

MTA NSW offers an extensive range of services to its members including; Employment Relations Services, Employment Relations Information System (ERIS), Business and Technical Advice, the provision of District Managers, a Pre-Purchase Inspection Scheme and MTA Apprenticeships Plus – Group Training Organisation.

MTA NSW as an employer association works closely with a full breadth of employers across the automotive industry in NSW. Our goal is to ensure that we inform and engage our members, clients and learners in the processes that surround the training and assessment carried out by MTA NSW to further develop skills within our industry.

### MTA NSW Training and Education

The Motor Traders' Association of New South Wales (MTA NSW) has been operating as a Registered Training Organisation (RTO), delivering flexible training across NSW since 1996. It has developed a strong and successful training model which has delivered many benefits to employers and learners in the automotive industry.

We offer a progressive training delivery that is centred on both the employer and the learner. 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 MTA NSW are achieved through a competency based flexible delivery model. Each Unit of Competence is completed within a flexible timeframe dependent on the learner'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 learner. Consultation offers both parties the opportunity to be involved in the training process and gain the feedback they require.

To achieve our goal of delivering quality and dynamic training within the industry, MTA NSW has developed many valuable partnerships. We have access to a large source of information, support and contribution and we also have strong ties with automotive associations in other states of Australia who are willing to provide feedback and support for our training delivery, just as in turn MTA NSW supports their training efforts.

### Training Department contact details are:

Ph.: (02) 9016 9000

Email: [training@mtansw.com.au](mailto:training@mtansw.com.au)

Fax: (02) 9016 9099

<https://www.mtansw.com.au/mta-nsw-training-site/www.mtansw.com.au>

In particular MTA NSW works closely with the Automotive Training Board NSW, which is the National and State Industry Training Advisory Body. We continue to remain the leading automotive trade association in NSW 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 MTA NSW converses with in relation to our provision of training.

Our training is achieved within a cost effective framework supported where applicable by government Approved Provider funding and employer incentives. Our fee structure recognises the need to provide a quality training product that is priced to reflect our status as a not for profit industry association.

#### **Features of training with MTA**

- Automotive industry specific training
- Training delivered at the workplace
- Training provided one-on-one to the learner
- 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 learner and employer
- Established industry consultative structures supporting up- to- date resources and delivery
- Specialised literacy supports available to learners
- Recognition of Prior Learning is offered to each learner
- Career and vocation advice provided
- Delivery of automotive school based traineeships and apprenticeships

#### **How does MTA Training work?**

Training delivered by MTA NSW takes place at the workplace through Trainer facilitated one-on-one theory and practical sessions. As our qualified Trainers are at the workplace there is every opportunity for the employer to become actively involved in the training of their employees, also benefitting from the exchange of direct feedback. As the training is taking place within the workplace, employers and learners have a far greater choice in terms of how to engage with the learning and assessment resources, order of delivery and unit selection within the qualification.

MTA NSW delivers training and assessment at regular intervals throughout the entire duration of the qualification. The delivery is planned so that the foundation units of competence are completed prior to the more complicated units of competence with our trainers constantly monitoring and guiding learners throughout the delivery of their training. This way the learner can build on their knowledge and experience as the training progresses. In turn the employer will set tasks for the learner which reflects this progress.

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

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.

## GLOSSARY OF TERMS

**Access & Equity** – Ensuring training services are responsive to the diverse needs of all employers and learners. MTA NSW 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 learner to MTA NSW 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.

**Australian Apprenticeship Centres (ACC's)** – '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 learner 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 learner 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 learners for units of competency completed at the same or another institution or training organisation.

**Department of Education and Communities NSW (DEC NSW)** – The department's goal is to improve the social and economic wellbeing of the people of NSW through a responsive and innovative education and training system whilst assisting:

- NSW Businesses and Organisations to meet their current and future skills needs.
- In the provision of Legislated and Regulated Information around Traineeships and Apprenticeships.
- In providing access for the vocational training system in NSW for Industry, RTO's and Learners.

**Employer/Employer Representative** – A person or business who employs a learner 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 MTA NSW 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 learner 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 learner 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 MTA NSW 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

- **Valid** - refers to the extent to which the interpretation and use of an assessment outcome can be supported by evidence. An assessment is valid if the assessment methods and materials reflect the elements, performance criteria and critical aspects of evidence in the evidence guide of the unit(s) of competency, and if the assessment outcome is fully supported by the evidence gathered.
- **Reliable** - refers to the degree of consistency and accuracy of the assessment outcomes. That is, the extent to which the assessment will provide similar outcomes for learners with equal competence at different times or places, regardless of the assessor conducting the assessment.
- **Flexible** - refers to the opportunity for a candidate to negotiate certain aspects of their assessment (for example, timing) with their assessor. All learners should be fully informed of the purpose of assessment, the assessment criteria, methods and tools used, and the context and timing of the assessment.
- **Fair** - assessment does not disadvantage particular learners. This may mean that assessment methods are adjusted for particular learners (such as people with disabilities or cultural differences) to ensure that the method

does not disadvantage them because of their situation. An assessment should not place unnecessary demands on learners that may prevent a candidate from demonstrating competence (for example, an assessment should not demand a higher level of English language or literacy than that which is required to perform to the workplace standard outlined in the competencies being assessed).

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

**Qualification Term** – The length of term of the training contract.

**Qualification** – Formal certification that is awarded by an accredited authority such as MTA NSW in recognition of the learner 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. The six rules relating to evidence within the VET system are as follows:

- 1) Valid - The evidence must be valid. This means that it must demonstrate what it claims to.
- 2) Authentic - Evidence must also be authentic, meaning that both you and the Training Officer must be sure the evidence is your own work.
- 3) Consistent - Evidence must be consistent which means you should be able to produce an outcome repeated, not just on one occasion.
- 4) Sufficient - There must also be sufficient evidence - enough volume of evidence to be able to make an accurate assessment. One form of evidence is not sufficient.
- 5) Current - Evidence provided must be recent enough to prove that you have up to date skills in the competencies being assessed.
- 6) Reliable - is the evidence reliable? Has it come from a reliable and verifiable source?

**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 and Communities.

**Text Book & Resource Fee** – An annual fee which is payable by the learner to MTA NSW for text book(s) and resources associated with the training delivery.

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

## TRAINING PROGRAM

### **Traineeship/Apprenticeship**

The training that the learner 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 learner 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.

MTA NSW 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 learner undertakes a Certificate II Level Traineeship or commences a Certificate III Level Apprenticeship while at school. The learner 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. MTA NSW encourages School Based Trainees to complete 160 days at work as time on the job improves the outcome achieved by the learner. They must also complete their formal training component by the end of Term 3 before the HSC, to ensure the learner 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.

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

School Based Apprentices must complete the NESAs formal training component prior to sitting their HSC to ensure the learner 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 learner 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 learners will receive training from an MTA NSW Training Officer at school and at their workplace.

### **Pre-Apprenticeship Courses**

MTA NSW 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. MTA NSW is the RTO responsible for providing training and assessment services, maintaining learner records and issuing of Statements of Attainment.

MTA NSW 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 MTA NSW. 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 learner's, school based trainees/apprentices and pre-apprenticeship courses.

### **The Enrolment Process**

The employer is to make contact with an Australian Network Provider (ANP) which will then come to the workplace to have the training contract signed by the employer and the learner. From there the ANP will notify MTA NSW of the relevant learner details. An MTA NSW Training Officer will then contact the employer to arrange a suitable time and date for the induction visit. At this induction the Learner and the Employer are provided with details of the program including payment options for the applicable student fee. 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 MTA NSW Training Officer who comes onsite to deliver training as per the qualification requirements. The use of MTA NSW workbooks assists the learner in this process. However, it is the learner'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 learner's work performance and daily work practices.

Being learners means learning on-the-job and having their skills and knowledge assessed and recognised.

The employer is responsible for ensuring that the learner 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 learner's training plan.

## THE TRAINING PLAN

A training plan is a requirement under the Apprenticeship and Traineeship Act 2001 and is developed by a Registered Training Organisation (RTO) in consultation with the employer and apprentice/ trainee. It is a contract between the learner, the employer and MTA NSW which describes what training is to be undertaken, who provides the training and conducts the assessments and how, when and where this will occur. It identifies the qualification, units of competency and the proposed training and assessment strategies the learner, employer and MTA NSW will undertake to achieve a successful outcome.

The learner, employer and MTA NSW will sign the training plan to ensure all parties are clear about the content, method and training structure, delivery and assessment requirements. The training plan will include the name and contact details of the provider, approximate visit dates for training visits and support services provided by MTA NSW, if enrolled learners have a disability, or are long-term unemployed or are of Aboriginal or Torres Strait Islander background. The MTA NSW Training Officer will contact the learner to confirm their next visit and what will take place during that visit.

The Training Plan is a working document to be used for the duration of the Training Contract and must be updated as necessary to reflect the current status of training. The training plan must be updated and signed by all parties at least once every calendar year. A copy of the current Training Plan, including any updates, must be kept by the MTA NSW, employer and learner, with a copy always accessible in the workplace.

### Pre-Program Preparation

The following information is designed to help learners enter into the contract agreement fully aware of what their responsibilities are.

At this stage the learner must:

1. Let MTA NSW know of any medical reason or disability that may interfere with training completion.
2. Let MTA NSW know of any reading or writing issues that may affect training completion.
3. Let MTA NSW know of any application for Recognition of Current Competences/Recognition of Prior Learning.
4. Attend an 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 learner must:

1. Let MTA NSW 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 MTA NSW 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 MTA NSW 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 learner 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 learner 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 learner on workplace policy and procedures according to their work tasks, job role, responsibilities and skills.
6. Provide opportunities for the learner to practise their skills.
7. Ensure that the learner is provided with all information from MTA NSW with regard to direct workplace schedules, monitoring and assessment requirements or any changes advised by MTA NSW.
8. Ensure that the learner 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 learner's training progress.
10. Ensure that the employer/supervisor assists the Training Officer in assessment, monitoring and the review of the learner's training.
11. Liaise with the learner's Training Officer about training progress.
12. Contact the MTA NSW Training Officer if additional assistance is required.

### **MTA NSW Involvement and Responsibilities**

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

MTA NSW Training Officer will;

1. Establish and maintain records of the learner's progress and performance.
2. Monitor the learner's progress throughout training.
3. Assess the learner's skills and knowledge.
4. Validate assessments utilised as part of the assessment process.
5. Provide employers and learners with feedback about progress.
6. Utilise valid and reliable assessment tools and instruments to assess the learner's competencies.

7. Talk with the employer/supervisor regarding the learner's workplace training progress.
8. Provide the learner with appropriate training and assessment materials.
9. Issue a certificate and/or a statement of attainment according to the learner's level of performance.
10. Provide a safe and healthy training and assessment process.
11. Provide the learner with training and assessment that is free from harassment, bullying, victimisation, racial vilification and discrimination.
12. Ensure the learner'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 learner.
14. Ensure the Training Plan is maintained and kept up to date and a copy provided to the employer and learner.
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 (ATTP) and Training Plan Guidelines.

### **The Learner's Prior Learning and Experience**

#### **Credit Transfer**

MTA NSW will recognise qualifications and units of competence which the learner has gained from other Registered Training Providers. MTA NSW will give the learner credit for Nationally Accredited Qualifications or Statements of Attainment previously obtained if the learner can provide supportive evidence, such as a 'Statement of Attainment'. Once the evidence is produced and verified, as in line with the VET Regulator's Guidelines, the credit transfer will be applied to the learner's training plan against the relevant unit(s) of competence.

#### **Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC):**

RPL & RCC recognises knowledge and skills which the learner may have already obtained from other courses, life experience, work experience and from training provided at work. This learning is then measured against the qualification they are enrolled in.

RCC recognises what the learner has learnt through other formal training. If the learner supplies the Training Officer with a qualification or statement of attainment the training officer will need to determine that the units of competence previously achieved are still current. That is, the learner still uses these competencies and can demonstrate the necessary capabilities. Assessment may be required by the training officer to determine this.

MTA NSW's policy on RPL is in line with the NSW RPL Framework using a holistic/workplace task recognition approach suitable to support recognition for alternative qualifications and units of competency. MTA NSW will maintain on-going records for all subsidised training and all enrolled learners as evidence of Recognition of Prior Learning, such as observation of workplace performance or collection of work samples.

If at any time during training delivery, the learner feels that they could obtain a unit or units of competence via RPL/RCC they must raise this with the Training Officer and who will discuss how to proceed.

The Training Officer will develop with the learner a pathway to achieve RPL/RCC for the unit(s) of competence requested. This pathway will then be incorporated into the training plan.

### **Validation**

Validation is the process whereby the Training Officer will establish the authenticity of the learner's prior experience and competencies (RPL & RCC).

The Training Officer will examine and verify all forms of evidence as well as independently check, informing the learner and supporting their decision about evidence authenticity. Independent checking can include Third Party verification and authentication of qualifications and/or results. These processes will support the validating of "formal evidence".

Assessment is the process of identifying, gathering and interpreting information about a learners' knowledge. The central purpose of this is to provide information on the learner achievement and progress and set the direction for ongoing learning.

Reporting is the process of communicating information about learner progress and achievement gained from the assessment process. Its purpose is to support learning by providing feedback to learners and Stakeholders.

## **ASSESSMENTS**

### **Assessment reporting within an outcomes approach**

For each assessment learners 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 learner 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 learner 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 learner 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 learner needs more education. For example, the learner 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 learner 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 MTA NSW Training Officer.

### **How will and where will the learner be assessed?**

Together with your Training Officer and employer/supervisor, the learner will plan and schedule their assessments so that they occur in the correct order and at the best time. It means the learner 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 learner and the employer/supervisor will have a better understanding than the assessor about things like:

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

Applying the learner'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 learner receive?**

After an assessment, immediate feedback will be provided verbally by the Training Officer to the learner. If there are delays, talk to the MTA NSW Training Officer. The Training Officer will also record in writing the feedback they supply to the learner on the assessment evidence. In addition to the final assessment decision, the learner 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 MTA NSW Training Officer, all work completed in the workbooks should be that of the learner. The answers should not be copied from any other learner or completed by a co-worker or by anyone else other than the learner. If MTA NSW's Training Officer finds that the work in the workbook is not that of the learner it will not be accepted for marking and the Training Officer will then provide the learner with a new blank workbook for further completion. MTA NSW's

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

### **Accessing Records**

The employer and learner can access training and assessment records at any time during and after completion of training. Should MTA NSW's Registered Training Organisation cease to operate during or after learners have completed training, they will be transferred to another training provider, their records will be kept by MTA NSW 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. MTA NSW will keep records of the learner's Certificate or Statement of Attainment and transcript once the learner has completed training. If the learner is currently in training, MTA NSW will also keep records of all information relating to that training.

All records can be accessed by contacting MTA NSW by phone, fax or email on the following details:  
Phone: (02) 9016 9000, Fax: (02) 9016 9099, Email:  
training@mtansw.com.au

### **Your Record Management**

MTA NSW will keep all learner assessment records for seven (7) years from date of completion and then learner assessment outcomes, including a copy of the qualification/statement of attainment for a further twenty-five (25) years.

MTA NSW is required to treat the learner's assessment records and other details as confidential. They can only be shared with nominated people and organisations, such as the State Training Authority.

### **Privacy**

MTA NSW will collect and store the learner's personal details. During training MTA NSW will also record the learner's progress. This information is utilised to measure the performance of both the learner and MTA NSW and also to advise the employer of the learner's outcomes and where applicable of our future products and services.

Where State or Commonwealth funding supports training, MTA NSW is obliged to submit the learner's personal and progress details to the State Training Authority for research, statistical analysis, program evaluation, post completion survey and internal management process evaluation.

MTA NSW DOES NOT share, rent, or sell personal information which learners have provided to us. The confidentiality of the information we collect from the learner and the employer is protected under the *Privacy and Personal Information ACT 1998*.

Employers have access to information only about the learner's progress and assessment. If they require further information about the learner's records permission from the learner will need to be obtained.

### **Access and Equity**

The learner should notify MTA NSW 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 learner's needs.

Talk to the employer/supervisor or the MTA NSW Training Officer about this. If we are not made aware of the issue, we cannot assist the learner in achieving the desired outcomes. All learners 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 learner 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 learner needs.

### **Language, Literacy & Numeracy**

An initial skills assessment will be conducted at the student induction visit and the results mapped against the ACSF rating 1-5. The results will be recorded in the student's file and on the SMS.

Should the learner require additional support in the areas of language, literacy and numeracy (LLN), MTA NSW will provide an experienced and qualified LLN Training Officer who will visit the learner in conjunction with the assigned Training Officer to ensure the learner's training progresses with minimal delay or disruption.

This LLN Training Officer will ensure the learner receives the additional support which is required so they can competently achieve the required outcomes of the traineeship/apprenticeship.

### **Qualifications & Statements of Attainment**

At the completion of training and assessment MTA NSW will issue one of the following:

#### **1. 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. (For ACT Apprentices, A supporting statement will also be provided to the student when the Certificate is presented. This Supporting statement will be issued to all ACT apprentices who complete the qualification. **ACT Apprentices may also be eligible for a completion payment when the qualification is completed. The Trainer can provide more information about eligibility**)

#### **2. 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 MTA NSW are Nationally Recognised. Certificates and SOA's will be posted to the workplace address depending on the learner's approval and/or the learner's last known home address. If the learner would like us to post the qualification/statement of attainment to an alternate address, please contact the MTA NSW Training Department on (02) 9016 9000.

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

Should for any reason the learner 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 MTA NSW receives payment the qualification or statement of attainment will be mailed to the nominated address.

## THE SUPPORT STRUCTURE

MTA NSW understands the pressures that can occur from time to time when working and studying at the same time. To assist learners 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 learner 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 learner and the workplace. Cancellation cannot be forced by the employer and a learner 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 learner must keep signed copies of this application. The employer must also inform MTA NSW upon cancellation.

### **What happens after you complete your training?**

Once MTA NSW issues the qualification, learners may have the option to progress into another qualification to further their career prospects. In the back of this handbook is a careers pathways chart that may assist learners in their career progression in the Automotive Industry.

In order to finalise the traineeship/apprenticeship learners 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 learner's completion that will outline where to send the certificate.

Once this has been supplied, the State Training Authority will issue the learner with a Certificate of Proficiency that demonstrates that the learner has completed the time on the job and the qualification and the traineeship/apprenticeship will be finalised.

For more information on the learner's traineeship/apprenticeship you can contact State Training Authority 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 and Communities NSW. 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 learner. Both the employer and the learner must keep signed copies of this application.

The employer must also inform MTA NSW upon Change of Vocation.

Change of Vocation forms and further information can be obtained from MTA NSW, please phone (02) 9016 9000.

### **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 learner is completing a technical qualification with MTA NSW 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.

For further information, contact the Office of Fair Trading in NSW on 133 220 or visit:

[www.fairtrading.nsw.gov.au](http://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 and Communities NSW 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 learner. Both the employer and the learner must keep signed copies of this application. The employer must also inform MTA NSW upon Extension of Term. Extension of term forms and further information can be obtained from MTA NSW, please phone (02) 9016 9000.

### **Learners Under 18 Years of Age**

MTA NSW recognises that learners 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 learners. 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 MTA NSW must notify us of this change immediately.

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

### **Alcohol & Other Drugs**

MTA NSW 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 learners 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 learners 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 learners 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 learners 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 learners 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](http://www.health.nsw.gov.au)**

#### **Extra Support**

Additional support is available if the learner is experiencing personal problems or concerns. MTA NSW suggests that the learner notifies the employer and the Training Officer (details do not need to be provided and confidentiality will be ensured) so that the learner's training will not be affected. Below is a list of free services you can contact if you or your learner require additional support:

#### **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](http://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](http://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](http://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**

### **CounsellingOnline**

CounsellingOnline 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**

## **FEES, FUNDING AND REFUNDS**

### **Government Funding Eligible Trainees/Apprentices**

Learners of MTA NSW undertaking a Traineeship or an Apprenticeship are 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 MTA NSW, like all other Registered Training Organisations (RTOs), is required to charge a compulsory Student / Administration Fee that aligns to the State Training Authority.

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

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

- a) 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;
- b) 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 learner 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 learner 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 learner 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.

### **ACT Completion Payment**

Apprentices that Complete the Qualification may be eligible for a Completion payment \$300 which is paid directly to them.

The Amount of units completed by RPL and Credit transfers can vary the payment. If the majority of units (more than 50%) are completed by RPL then the apprentice is not eligible for the payment. Please ask your trainer for more information.

## **FEES AND INVOICING STRUCTURES**

**The cost of training and assessment will be invoiced to the learner/Employer as instructed on enrolment.**

The fee for training will be charged in instalments throughout the duration of training. All fees are GST exempt. Should training be cancelled once it has commenced, any fees paid will not be refunded.

### **Apprenticeships**

\$500.00 initial (25% non-refundable)

\$750.00 at 9 months

\$750.00 at 18 months

### **Traineeships**

\$500.00 initial (25% non-refundable)

\$500.00 at 9 months

## **Additional fees**

MTA NSW will only issue one copy of the learner's Qualification or Statement of Attainment. If an additional original is required to be re-issued, MTA NSW 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.

Learners 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 learner falls into either of these categories, please discuss fee exemption with the designated Training Officer or directly with MTA NSW Training Department staff by calling 02 9016 9000.

### **ACT Student fee Exemptions**

Act students are exempt in the following circumstances

- a. The employer is the RTO for it's own Apprentice

- b. The Apprentice leaves an employer and recommences within 12 months at the same RTO
- c. The Student is an School based Apprentice and the school is the RTO

#### **ACT Student fee Concessions**

An apprentice is eligible for a concession if they;

- a. Hold a current ACT Health Care Card or Pensioner Card
- b. Can prove genuine hardship
- c. Or if under 18 is the child of a holder of the above cards

## **APPEALS, COMPLAINTS AND GRIEVANCES**

### **Complaints and grievances**

MTA NSW 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 learner has been treated unfairly or unjustly.

The above can be done by emailing [training@mtansw.com.au](mailto:training@mtansw.com.au) or by contacting us on (02) 9016 9000 to inform us of your concern. We will then discuss the matter with you and endeavour to resolve the problem.

MTA NSW will thoroughly assess your concern and consult with you to achieve a suitable outcome. 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 MTA NSW regarding the solution to your concern.

If you are not satisfied with the resolution you should contact State Training Authority, ASQA or the National Training Complaints Hotline.

1. State Training Authority - 13 28 11
2. ASQA - [www.asqa.gov.au](http://www.asqa.gov.au)
3. The National Training Complaints Hotline - Ph: 1800 000 674

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

- Being given false information by MTA NSW
- The communication process with MTA NSW 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 MTA NSW
- Your expectations of the service delivery not being met
- Availability of resources and suitable alternatives are not being provided

### **Assessment Appeals**

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

Should this occur you should discuss the issue firstly with the Training Officer and if a satisfactory arrangement is not reached, you may complete a formal assessment appeal form (located in the back of this handbook). This is then lodged with the MTA NSW RTO Manager who will review the issue and consult with you to find a solution. Should you be dissatisfied with the outcome, the MTA NSW RTO Manager will arrange for an alternative Training Officer to reassess you.

If no satisfactory solution is reached you can appeal to State Training Authority, ASQA or the National Training Complaints Hotline:

- (a) State Training Authority - 13 28 11
- (b) ASQA - [www.asqa.gov.au](http://www.asqa.gov.au)
- (c) The National Training Complaints Hotline - Ph: 1800 000 674.

### **Assessment Appeal Form**

<b>Learner Name:</b>	
<b>Employer:</b>	
<b>Contact Phone/Email:</b>	
<b>Training Officer Name:</b>	
<b>Unit of Competence:</b>	
<b>Date of Assessment:</b>	
<b>Reason for Appeal:</b>	
<b>Learner Signature:</b>	<b>Date:</b>
<b>Employer Representative Signature:</b>	<b>Date:</b>

#### **Please return this form to MTA NSW**

Fax: (02) 9016 9099, Email: [training@mtansw.com.au](mailto:training@mtansw.com.au) or Post: P.O Box 715, Burwood, NSW, 1805

#### **MTA NSW OFFICE USE ONLY**

**Date Received:**

<b>Action Taken:</b>		
<b>Completed by:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Further Follow Up:</b>		

## 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)

MTA NSW is dedicated to ensuring a safe and healthy learning environment in accordance with WHS legislative requirements. Therefore, it is vitally important that the learner 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 learners 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 learners are being treated unfairly they are encouraged to speak to their employer and/or their MTA NSW Training Officer. The RTO Manager and HR Manager are also obligated to take all allegations against MTA NSW 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 MTA NSW 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**

MTA NSW collects and stores learner personal details. During training we record the learner'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 learners 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 learners provide. The confidentiality of the information we collect from learners 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, MTA NSW and also the learner.
- *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 learners is of primary importance in all activities carried out by MTA NSW. 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 learner'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 MTA NSW 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, MTA NSW 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 MTA NSW.
- 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, MTA NSW is committed to maintaining a continuous improvement system to ensure its products and services exceed the requirements of employers, learners and stakeholders.

We value and welcome constructive feedback which will improve our products and services. We have provided you with an 'Opportunity for Improvement Form' that may be filled out by the employer/supervisor or learner in relation to any aspect of the traineeship/apprenticeship delivery that you feel may need improvement. This form is in the back of this handbook.

Please send this information to MTA NSW as we value your input. The information can be sent to: email: [training@mtansw.com.au](mailto:training@mtansw.com.au)