

Meerilinga Training College

Learner Guide



WELCOME TO MEERILINGA

First let me welcome you to the Meerilinga family. What an exciting time ahead as you begin or further your career in early childhood education.

There is an increasing demand for qualified educators, childcare and community workers in Western Australia. As a Registered Training Organisation (RTO) and non-for-profit (NFP) organisation, our staff are passionate about providing the best quality education for the next generation of early childhood educators at an affordable price for the community.

Continuing a tradition reaching back more than 100 years, Meerilinga works tirelessly to promote professional excellence in the industry. We also operate seven Children and Community Services and Early Learning Programs, which means we can provide an invaluable learning experience with real-life, practical workplace experiences that supports what we teach.

This course will be an important foundation for you, not only in your professional life but in your home and community endeavours as well. It will change the way you look at many aspects of raising children and building stronger communities. It will also give you a lasting appreciation of the very real skills and talents needed to raise the next generation.

I would like to wish you the best of luck as you begin your studies with Meerilinga.



Jake Breytenbach
CEO, Meerilinga

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This learner guide has been prepared as a comprehensive resource to assist learners to understand their obligations and those of Meerilinga Training College as a Registered Training Organisation (RTO).

Meerilinga policies and procedures meet the requirements and stipulations of all Commonwealth and State Legislation relevant to our scope of operation. Meerilinga is committed to delivering fair, reasonable and ethical dealings in all its undertakings including:

- Client information
- Confidentiality
- Privacy
- Complaints, appeals and grievances
- Training standards
- Access and equity

The terms and conditions of your enrolment are outlined, including your rights and responsibilities, and our obligations to you. It is a condition of your enrolment that you carefully read this guide together with the associated policies and processes of Meerilinga, located in Training and Education on our website.

If you have any queries, please contact:

RTO Name: Meerilinga Young Children's Foundation Inc.

Trading as: Meerilinga Training College

National Provider Code: 6000

Main Office Address: 2 Community Mews, Ballajura WA 6066

Opening Hours: Monday to Friday 8:00am - 4:00pm

Phone: 9489 4022

Email: mtc@meerilinga.org.au

Website: [Meerilinga Training & Education](#)

1. MEERILINGA TRAINING COLLEGE

Meerilinga Training College (MTC) supports the vision and mission of Meerilinga Children and Community Services Inc. in promoting positive childhoods.

MTC delivers a number of key benefits including a well-established and innovative training delivery model, supported by sustainable business systems and structures.

Meerilinga has extensive experience and has earned a solid reputation working within the Early Childhood Education and Care industry. We currently operate Early Learning Programs in seven metropolitan Children and Community Services ensuring our staff have current working knowledge of best practice in the Early Years Learning Framework.

- Qualified professional staff and facilitators with industry experience.
- Industry expertise in the areas of early childhood care and education, primary education and recreation care, health, and nutrition.
- Responsive and flexible in meeting learner needs including payments, course structure, delivery, and learning support.
- Recognition of Prior Learning processes, which provide evidence of competency in a holistic manner.
- Courses are held at various [Meerilinga Training College locations](#) around Perth.
- Modes of delivery include face to face in class, virtual classroom and workplace training, including traineeships.
- Valuable experiences that will offer learners the skills employers are looking for to step confidently into employment.

2. COURSES AND DELIVERY

Course Outline

All courses delivered by MTC are registered with Training Accreditation Council (TAC) and are within the scope of its delivery. A full listing of each course, units for each qualification, training locations and practical placement hour's requirement is available on this website.

Important Note

Meerilinga reserves the right to change delivery locations and class times, with appropriate notice to learners, where class numbers reduce or extenuating circumstances prevail.

Course Delivery

MTC offer our courses through a blended classroom format and through traineeship.

Traineeships are only available to learners who are employed and work a minimum of 15 hours per week with a regulated child care provider. Conditions apply for existing workers who have been in employment for more than 3 months.

Training is provided at the workplace by industry qualified and skilled Educators, together with the Supervisor and a Meerilinga Trainer Assessor through the individualised training plan to reflect skills required in this job and include scheduled face to face workplace training/tutorials and self-paced supported study.

MTC Blended Classroom Delivery consists of face to face training, virtual classroom and practical work placement. Blended delivery meets the requirements of the course, each learner's circumstance and learning preferences. Learners are supported to gain and cultivate important independent learning skills.

Classroom

Where advertised, classroom delivery is face to face where course content and learning material are taught in person to a group of Learners. This allows for a live interaction between a learner and Trainer. It is the most traditional type of learning instruction that enables a better understanding and recollection of lesson content. Learner's benefit from a greater level of interaction with their fellow learners and opportunity to connect with each another. Classes are held on specific dates and times, where learners are accountable for their progress and can discuss this with the Trainer in person.

Virtual Classroom

Where advertised, one classroom day is delivered through distance training and facilitates learning from home. Meerilinga offers the use of TEAMS as the virtual meeting platform with real time face-to-face interactions and IT support to learners. While distance training is conducted digitally all traditional aspects of academic learning and contractual obligations are maintained. The cohort trainer will interact with learners in real time, for the duration of advertised class hours to deliver the scheduled lesson plan, learning activities and interactions. Learners can voice their questions, work in breakout areas, clarify concepts, discuss topics and interact with peers.

Practical Work Placement

Where advertised, at least one classroom per week consists of work placement in a regulated early education and care service to facilitate learning that is a planned and intended part of the academic course. The cohort trainer will interact with learners, providing practical instruction linked to theory, and through clarifying and demonstrating required skills of industry. Quality practices to enable learners to practice and confidently apply learnt skills in a workplace.

Work placement continues for the duration of advertised class hours, and is linked to the scheduled lesson plan and learning activities. Learners will have the opportunity to interact with children where learners can apply learned skills, engage in workplace educator modelling and interactions to demonstrate pedagogical concepts and practices with peers. This practical application is always under supervision of the trainer and workplace practitioners.

Work placement includes the following features:

- Enhances academic learning by providing 'real time' and progressive perspective and context to unit theory, required knowledge and performance criteria.
- Enables learners to complete assessments according to training plan and package requirements.
- Enhances employability by:
 - Developing the range of employment skills.
 - Developing career objectives and introduction to industry networks for job opportunities.
 - Developing personal attributes, self-confidence and interpersonal skills to work with people at all levels.

- Developing teamwork, problem-solving and decision-making within scope of role.
- Developing ability to understand, and adapt to, the workplace culture.
- Integrity of attendance and participation: Capturing mandatory checks and work placement participation of all learners.

It is noted that additional work placement through intermittent block placement in an approved regulated education and care setting may be required to ensure the training package minimum placement hours and conditions have been achieved, or if additional learning or re-assessment is identified. (Refer to Learner Work Placement Policy)

3. FINANCIAL INFORMATION

The fees are based on the current year's West Australian Department of Training and Workforce Development VET Fees and Charges Policy. Visit the [Department of Training and Workforce Development website](#) to read the VET Fees and Charges Policy.

The qualifications offered by Meerilinga are included in the publicly funded [Jobs and Skills WA](#) initiative from Jobs & Skills WA. The State Government, through the Department for Training and Workforce Development, prioritises its investment in training to focus on courses that equip people to take up jobs that are, or will be, in high demand.

Learner tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply for resource fees and incidental charges may be incurred through the course of study.

Meerilinga Training College, [Training and Education](#) webpage will publish current fees for each course, learner eligibility and conditions such as required evidence and approvals, this includes:

- Concession and Non-concession Fees
- Secondary school age Non-concession Fees
- Fee Waiver due to Severe Financial Hardship (conditions apply)
- Collection of Fees and Payment Options
- Pre-paid Fee Protection
- Resources Fees
- Recognition of Prior Learning Fee
- Credit Transfer – *No Fees*
- Re-Issue of Record Fee
- Fees for Deferring and Withdrawing from a Course or Unit (including cooling off period and census date)

Learners will be invoiced on the commencement of units.

Please refer to our [Fees, Charges, Waiver and Refund Policy](#)

Please [contact MTC Administration Services](#) if you have any queries on course fees and payments.

Additional Costs

It is a condition of your enrolment that you obtain at your own expense:

- Certificate of Health, stating physically and mentally fit for the provision of childcare
- A Working with Children Check (if 18+ yrs.)

This documentation must be provided prior to the Unit 1 census date advised at induction. Failure to do so may result in your enrolment being cancelled.

Resource Fees

Course/Tuition Fees do not include the cost of recommended reading materials for your course. These can be purchased separately by the student through an external provider.

IT Requirements

Learners will be required to use a personal computer or digital device to view and download learning material and assessments during the course.

Incidental charges may be incurred through the course of study and you will be advised accordingly.

Fee Collection

MTC fees are collected according to the Standards for Registered Training Organisations (RTOs) 2015 and DTWD VET Fees and Charges Policy.

The learners first unit fee will be invoiced on commencement and payment will be determined by the learners option they elected on their enrolment form.

Meerilinga provides learners with a 'pay as you study' fortnightly payment plan, using an automatic payment system linked to a nominated debit or credit card. This allows learners to pay course fees over the agreed time frame.

During the enrolment process, if the learner elects to pay by instalments a personalised Pay Fee By Instalment and Direct Debit Request and Agreement is established outlining a fortnightly payment schedule, based on the learner's training plan. The Pay Fee By Instalment Application form is signed by the learner over 18 years of age, or by their parent/guardian if the learner is under 18 years of age.

Pre-paid Fee Protection

'Prepaid fees' refers to 'fees collected in advance' and relates to the fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls. All learner fees paid in advance are protected until the training and/or assessment has commenced.

Refund

Meerilinga's refund policy ensures that the financial relationship and contractual relationship between the learner/client and the organisation is fair and equitable.

Details of all refunds will be retained for audit purposes, and the learner records annotated to show that a refund has been given.

Learners that are studying a Unit, Certificate or Diploma, not under a VET Fee-Help loan can withdraw from a Meerilinga training course:

- If approached and signed up on the spot, learners automatically have a 10-day cooling-off period by law; or
- Prior to the census date, as stated on the learner invoice; and
- Must do so in writing, using the approved Deferment/Withdrawal Request Form.

Please refer to our Fees, Charges, Waiver and Refund Policy for detailed overview of the financial information stated above.

4. ENROLMENT

Meerilinga training is marketed and advertised through various media such as website, social media, flyers etc. The detailed information provided will help prospective learners make an informed choice that will best serve their learning needs and make an initial enquiry with MTC.

Application

Meerilinga is committed to the principles of access and equity in education and training. Enrolment is available to learners who meet the minimum course entry and eligibility requirements.

We aim to support all learners and provide access to learning and other support services. *Refer to the Support Services section of this guide.*

Once an enquiry is received, MTC will contact the prospective learner and forward the application form to complete and return. An interview with prospective learners will take place to ascertain which training product will best suit their needs and to ensure MTC obtains information about their learning support needs, if any.

During this process, our administration officers are able to gather information from the potential applicant. We require evidence about an applicant's eligibility if seeking a funded place, their background and skills which are instrumental in making sure the learner is in the right course and at the right level.

Refer to the website for [eligibility requirements](#).

The interview will cover:

- Course information, how and where training and assessment will be conducted, including work placement (except Trainees).
- The prospective learners preferred way to learn, possible barriers to learning and, educational and other support services available to learners.
- Enrolment form and the required supporting documentation including essential certificates and clearances required for working in early childhood education and care.
- Resources and equipment learners may need to participate in the course.
- [MTC Policies and Processes](#) including access, enrolment, induction, fees, cancellation etc.

Secondary School Age

Secondary School Age learners wanting to participate in an alternative combination of activities that equate to full-time participation in the final years of the compulsory education period, typically year 11 and 12, must be approved by an authorised representative from the Department of Education.

Contact MTC for more information on application for Secondary School Age students.

Enrolment

A completed enrolment form with supporting documentation must be submitted to Meerilinga Training College prior to acceptance as a learner. All copies of supporting documentation received will be verified against the applicants original.

Applicants must provide suitable proof of identity and Australian residency status.

MTC requires applicant to provide a copy of the following supporting documentation with the enrolment form:

- **Photographic Identification**

- (Drivers Licence, Australian Passport or non-Australian Passport with Australian Visa, Immicard, WA Photo card)
- **Proof of Australian Residency**
(Birth Certificate, Australian Citizenship Certificate, Australian Passport or Visa Entitlement Verification Statement)
 - **Proof of name change** (if applicable)
 - **Proof of current Concession** (if applicable)
 - Applicants highest **Secondary School Academic Record** or previous **Qualification / Statement of Attainment** including First Aid (if applying for RPL, credit transfer or demonstrating LLN)
 - **USI** if already obtained *or*
MTC can assist learners to obtain a USI with consent. Valid forms of Australian ID required to obtain USI on applicants behalf – refer to [USI and Student Identification](#).
 - **LLN** evidence of meeting competence such as previous highest academic attainment (as above) or completion of LLN online assessment (link provided to applicant on application).
 - **Notice of Arrangement (NOA) – Secondary School Age** persons in the final two years of compulsory education period. Approved by an authorised representative from Department of Education (This form will be provided to relevant applicants)

To ensure legislative and industry compliance, the certificates and clearances outlined below are essential to engage in child-related work. They are obtained at the applicants own expense and non-refundable.

These documents must be provided before commencement of work placement in a regulated early education and care service:

- **Certificate of Health** stating fit for the provision of child care.
(MTC form provided to applicant and completed on application)
- **Criminal History Check:**
– **Working with Children Check** <https://workingwithchildren.wa.gov.au> for adults over the age of 18.

Minors under the age of 18 are required to:

- a) Complete a **Criminal History Statement** together with providing a written **Reference** from current secondary education provider or agent.
(Meerilinga Statement form provided to applicant and completed on application)
- b) Apply for a Working With Children Check once they turn 18 years of age.

This will be advised in the course promotional material and at induction.

Refer to the following Policies [Enrolment and Induction](#).

Enrolment Outcome

MTC will consider all enrolment applications within the scope of its delivery. Applications will be assessed by the Meerilinga administration and education team based on the following criteria:

- Receipt of the completed enrolment form and all supporting documentation
- Meeting all eligibility requirements including Australian residency status
- Training product suits the learners needs and meets language, literacy and numeracy requirements
- Ability to obtain a compliant Criminal History Check and Certificate of Health to engage in child-related work
- Funding approval from the Department of Training and Workforce Development, including the availability of contracted places.

You will be advised in writing of the outcome of your application prior to the commencement of the course.

Language, Literacy and Numeracy (LLN) Entry Assessment

The vocational industry of Early Education and Care requires English proficiency in reading, writing, oral communication and numeracy that are part of everyday workplace tasks. As a guide the entry level for Reading – is an exit Level 3 (Minimum) and Numeracy is an exit Level 3 (Minimum)

As a requirement of the enrolment procedure, all learners must either:

- Provide an Australian Senior Secondary Certificate of Education (year 12 certificate) or
- Provide their International Baccalaureate Diploma Programme (IB) diploma or
- Display competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy such as the Post-Secondary ACER LLN Assessment, or
- Provide a certificate of a qualification at level 4 or above in the Australian Qualifications Framework or
- Undertake a formal online Language Literacy and Numeracy assessment that MTC will email you.

Unique Student Identifier (USI)

All applicants who commence training with Meerilinga will be asked to provide a Unique Student Identifier for verification. This can be obtained by referring to the USI website hosted by the Australian Government Department of Industry www.usi.gov.au/. MTC can assist learners to obtain a USI with their consent.

The USI is required for Meerilinga to be able to issue or re-issue any qualification certificate or statement of attainment unless an exemption applies under the Student Identifiers Act 2014, in which instance, learners will be informed of the exemption and any conditions which apply.

At all times, MTC members must abide by legislation and guidelines which host and support the implementation of the USI within the VET sector.

5. INDUCTION AND PARTICIPATION

All learners will receive a link to the learning management system 'Cloud Assess' portal where they have access to their e-learning resources and assessments to work through for the duration of the course. Learners will need a personal computer or digital device to view and download this material, and participate in virtual classroom days.

During classroom days, learners will need a note book and pencil case with some stationary items to write notes during class.

All learners will be provided with WIFI access in all classroom locations.

To assist with transition to study, Meerilinga will deliver a comprehensive, integrated and coordinated approach to inducting new learners.

Learners are welcomed to college life and introduced to important aspects of college operations, activities, standards, regulations and best practice expectations of them.

The induction program is compulsory and will be conducted on the learners first day of study, and prior to the start of formal teaching.

The session will be delivered onsite by the Trainer via power point and include but not limited to:

- Meerilinga and studying at Meerilinga Training College
- The Learning environment and services
- Course overview and model of delivery
- Units of competency
- Recommended textbooks relevant to the course and links for purchase.
- Access to IT, TEAMS set up for virtual classroom, information and resources via the website including key Policies, Processes and Learner Guide.
- Health, Safety and Wellbeing

Learners will be provided with and sign receipt of:

- Meerilinga learner uniform polo shirt – *on loan and to be returned, laundered upon completion of training.*
- Meerilinga wide brimmed hat – *to keep.*

In addition to the above, when engaged in Meerilinga programs and services, learners will have access to and be provided with the required personal protective equipment (PPE) such as gloves, apron and hair cover.

Learners who do not attend induction will be required to contact MTC administration services and make arrangements for an alternative induction session.

Personal Presentation

Learners are required to wear comfortable, safe and practical clothing and shoes during classroom days when onsite at MTC.

During work placement when engaged with education and care services, learners are required to wear the MTC uniform polo and wide brim hat. Jewellery, piercings and nail length must be kept to a minimum, safe and practical to work with children, equipment or machinery in the workplace.

6. CODE OF CONDUCT

Meerilinga RTO Responsibilities

To comply with the Standards for Registered Training Organisations (RTOs) 2015 and the Nationally Recognised Training (NRT) training packages(s), Meerilinga Training College is responsible for:

- The quality of the training and assessment
- The issuance of the Australian Qualifications Framework (AQF) certification documentation
- Providing appropriately qualified staff
- Delivering and assessing learner's competency
- Induction of learners, course expectations and information distributed to learners in an appropriate format
- Developing all learning tools and assessments in accordance with the learning guide
- Supervising and validating the assessment of all units and practical logbooks set by MTC

- Validating appropriate workplace support and assessing participants on the job through the course of study, and being available to workplace supervisors to assist in any matter as required
- Maintaining learner records: Attendance, Delivery, copies of First Aid certificates, Assessment Results, Assessment Plans, Personal details including culturally specific service. Trainers may be required to liaise with both you and the workplace where an individual support plan identifies a level of risk
- For classroom learners preferences for practical placement will be assisted by MTC administration or education services. This includes location and 'type' of service, such as close to public transport or culturally specific service. Placement can also be organised through Meerilinga's regulated children's services
- Moderate any difficulties that could occur in the placement that would impact on a participant achieving a successful outcome
- In the unlikely event MTC ceases, it will no longer be able to promote itself as being an RTO and must forward all learner records to the Training Accreditation Council (TAC)
- In the unlikely event that Meerilinga or any third-party delivering training and assessment on its behalf ceases, MTC will ensure that all continuing learners are catered for and are not disadvantaged. MTC will advise you as soon as practicable if there are any changes to agreed service including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements

Learner Conduct

Learners are always expected to behave in a professional manner. You will be required to make a commitment to your training and your practical placement in order to achieve your qualification.

Learners are expected to:

- Be respectful
- Accept and act on advice given by your Trainer or Workplace Supervisor and complete duties planned for you
- Be willing to learn
- Listen to instructions and ask questions when unsure
- Be polite, courteous and well mannered
- Dress appropriately to industry and workplace standards
- Be punctual
- Act honestly and produce original work and credit other people's ideas where relevant

MTC has discretion to terminate an enrolment if your behaviour is deemed unacceptable. In these circumstances the MTC Refund Policy will apply.

7. SUPPORT SERVICES

MTC provides appropriate protection for your health, safety, wellbeing as well as academic counselling.

Meerilinga has a range of support available to our learners and they include but not limited to:

- Training Needs Analysis
- Cultural Inclusion – Advisor Cultural and Community Engagement
- Advisor MTC / Trainer & Assessor
- Recognition of Prior Learning
- MTC Administration Services Officer
- Learning and Assessment Guidance

- Work Readiness through Work Placement, Career Advice and Resume Writing
- Childcare Services available for 2-5yrs old (terms and conditions apply)
- Uniforms and PPE (Personal Protection Equipment) provided
- Language, Literacy, Numeracy assistance
- Library and an extensive range of Resources
- Virtual classroom
- Referral to External Agencies and Services

Our Trainers and Assessors are highly qualified industry specialists who will work closely with you to monitor and support your participation and learning. You will have a primary Trainer who will assist you with all study-related matters in the first instance during class and ongoing by email, phone, additional tutorials, during in service instruction and placement visits.

Our support services staff can be contacted at our Ballajura location during the hours below.

Opening Hours

Monday to Friday 8:00am – 4:00pm

Call 9489 4022 or email mtc@meerilinga.org.au

Alternatively visit the services section within each course on our website for the full list of Meerilinga support contacts.

Meerilinga has an appointed Learning Support Officer (qualified Trainer and Assessor) to provide additional education and support services to meet the needs of individual learners. Together the primary Trainer, the Learning Support Officer and learner will identify areas where specific support is required such as language and literacy for learners where English may be their second language. This is monitored through the individual's learning support plan.

If required, we can assist learners with referral to a diverse range of services from external agencies for interpersonal counselling, wellbeing and guidance services.

The Western Australian Training Accreditation Council (TAC) has registered Meerilinga Training College to deliver, assess and issue the qualification you are undertaking with us and if you would like to know more about our suitability to deliver this qualification to you, all you need to do is search the National Training website at www.training.gov.au using the RTO number 6000.

8. TRAINING AND ASSESSMENT

All learners undergo a formal assessment process prior to issuance of a Qualification, Record of Results or Statement of Attainment. Learners will be provided with documentation upon commencement of the course which includes information on assessment and their rights and responsibilities, the client and MTC. You will be provided with e-learning materials.

Current assessments involve:

- Documented evidence
- Competency interview
- Observation
- Third party report

Trainers and Assessors may use a variety of assessment methods to accommodate your

individual needs.

The integrity of the training package will not be compromised, and all assessment processes comply with the Standards for Registered Training Organisations (RTOs) 2015.

A trainer/assessor from Meerilinga will visit you at the service to validate competency. You are assessed as 'competent' or 'not yet satisfactory'.

Competency refers to the specification of knowledge and skills and the application of that knowledge and skills to the standards of performance required in the workplace.

Being competent means:

- Performing individual tasks at an acceptable level of skill (task skills)
- Managing a number of different tasks within the job (task management skills)
- Responding appropriately to irregularities within the job (contingency management skills)
- Fulfilling the responsibilities to irregularities and breakdowns in routine (job /role environment skills)
- Transferring skills and knowledge to new situations and contexts (transfer skills)

All MTC learners will receive a training plan.

Assessments must be submitted on the due date, unless an extension has been approved prior to the due date.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) assesses previously acquired skills and knowledge outside the formal education and training system in respect of a specific unit.

RPL is an assessment process that considers if an individual's non-formal and informal experience has achieved required learning outcomes to be deemed competent in respect of a specific unit.

All learners are eligible to apply RPL to their study. Learners are only eligible to be granted RPL for units if evidence is provided within the first eight weeks of commencement of training. Fees and charges apply in relation to RPL.

Credit Transfer

The transfer of credit provides you with exemption(s) from relevant unit(s) within a course. Credit transfer does not involve an assessment of your knowledge or skills. It is an assessment of the credentials of the formal accredited learning presented against the enrolled course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes or standards in a course.

Meerilinga accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- Australian Quality Framework (AQF) certificate documentation issued by any other registered training organisation or AQF authorised issuing organisation, or
- Authenticated Vocational Education Training
- (VET) transcripts
- Australian Government USI Transcript

If learners believe they are eligible for a credit transfer, within four weeks of the commencement of your training, they are required to provide a copy of documentation such as a statement of attainment record of results for verification. Learners will not be charged for credit transfer.

Extensions

Applications for extension of courses of study not completed within the agreed contract of study period must be in writing and approved by the Chief Executive Officer (CEO). This may incur charges.

Plagiarism and Collusion

Plagiarism is presenting another person's work or ideas as your own. This includes diagrams, drawings, sketches, pictures, objects, text, artistic works and other such expressions of ideas. Collusion is working with other(s) to complete work expected to have been completed independently.

Meerilinga takes plagiarism and collusion matters seriously. In the event, evidence of plagiarism is identified, you will be contacted for further information. If confirmed, the penalty will result in re-assessment in the first instance and may result in termination.

Transition and Teach Out

Meerilinga comply with the Training Accreditation Council and remain informed of changes to Training Packages via the www.training.gov.au website. Transition arrangements may apply to existing learners and those enrolling during a transition period. You may have the opportunity to transition to the new qualification, however additional charges and units may apply.

9. ISSUING AND QUALIFICATIONS

All Testamurs/Record of Results or Statements of Attainment will be issued in line with the Australian Qualifications Framework (AQF) as follows:

- Statement of Attainment for successful unit in partial completion of a qualification
- Certificate for successful completion of a qualification, including RPL
- Record of Results

These will not be issued until all invoices are paid in full, and the learners USI has been provided.

AQF certification documentation will be issued within 30 calendar days of you being assessed as meeting the requirements of the training product as specified in the relevant training package or exiting the course. MTC will:

- Issue certification documentation directly to you, not another party
- Issue you with a testamur and a record of results once you have completed all units in a qualification
- Issue a learner who has completed one or more units (but not a full qualification) and has finished their training with Meerilinga Training College with a statement of attainment (a record of results may also be issued in this case), and
- Ensure you can access records of certification issued to you

Please note fees apply for replacement or reissuance of all certification.

10. APPEALS, COMPLAINTS CONCERNS AND GRIEVANCES

Customer service is a cornerstone of Meerilinga's commitment to its workers, clients and learners, however disputes can arise when a client is not satisfied with an aspect of the RTO's services. MTC ensures that learners and clients have access to a fair and equitable process of dealing with appeals, complaints, concerns and grievances, and provides an

avenue for learners to appeal decisions which may affect the learners progress. Assessment Appeals – can arise when a learners is not satisfied with a decision that has been made in relation to their assessment of competency in vocational education and training course offered by MTC:

- Complaints, Grievances and Concerns – are related to all RTO services other than Assessment outcomes, such as:
- The conduct of the RTO, its trainers, assessors and other staff
- Another learner of the RTO
- Facilities

In the first instance, learners should discuss concerns directly with the Education team. If they are dissatisfied with the outcome of this discussion, a formal appeal or complaint can be lodged within 10 working days, and will be recorded and forwarded to the CEO.

All complaints and requests for an appeal will be acknowledged in writing to the client.

If the dispute cannot be resolved internally, the learner will be provided the option to have their case referred to an independent Mediation Scheme that Meerilinga is a member of, for review.

No costs are associated with lodging an appeal or complaint that is resolved internally, however if the case is referred to an external body, the costs will be shared equally by the learner and MTC. Please contact the Meerilinga Administration office for more information.

Records of all appeal processes and outcomes will be recorded by the RTO and managed in accordance with Meerilinga's Privacy and Confidentiality Policy and Record Management Policy. These records will be reviewed to identify corrective actions for continuous improvement of Meerilinga's processes.

A full copy of the Assessment Appeals Policy and Complaints, Grievances and Concerns Policy is available from Meerilinga Training College on request.

Continuous Improvement

MTC seeks feedback from our learners and clients on their satisfaction with services they have received and seeks to improve its services in accordance with learner/client and industry expectations.

Formal and informal feedback evaluation is conducted throughout and on completion of a course. For informal general feedback a customer feedback form to the CEO is available on request from any Meerilinga staff member.

11. PRIVACY AND CONFIDENTIALITY

Meerilinga refers to Meerilinga Children and Community Foundation Inc. (ABN 60 366 468 001) and Meerilinga Children and Community Services Inc. (ABN 39 362 912 956).

Meerilinga is committed to ensuring that your personal information is kept private. We will handle your personal and sensitive information in accordance with the Commonwealth Privacy Act (1988), subsequent amendments and the Australian Privacy Principles. This privacy statement explains how we use the information collected by you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.*

Meerilinga will only collect personal and sensitive information that is necessary to provide you with the service you require, or to comply with any applicable laws and/or regulatory requests. Information that will be collected may include names and pseudonyms, postal address, email address, telephone number and financial details for any transactions.

Information provided to us is subject to confidentiality and will not be disclosed without prior consent to any third party. **

How we protect your information

We have put in place various security procedures to protect your information including firewalling our computer systems, limiting employee access to data and system password protection. Meerilinga will not provide any individual's information to any overseas recipients.

Updating your details

If any of the information you have provided to us changes, for example if you change your name or email address, please advise us of the correct details.

** This privacy statement has been produced in response to the Commonwealth Privacy Act 1988 and subsequent amendments.*

If you have any queries or complaints, or wish to view a copy of MTC policies, please contact the Chief Executive Officer in writing, by email at mycf@meerilinga.org.au, or by post at the following address: PO Box 144, Ballajura WA 6066.

*** You can check the information we hold or ask us to amend any inaccuracies or request its removal by writing to us or emailing us at the above address. We will take the necessary action within the time limits provided for under the Privacy Act. We reserve the right to use reasonable measures to check your identity before any information will be disclosed to you.*

VET Data Use Statement

By enrolling as a learner you are agreeing to MTC meeting its reporting requirements.

Under the Data Provision Requirements 2012, Meerilinga Training College is required to collect personal information about each enrolled learner and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

NCVER will collect, hold, use and disclose the learners personal information in accordance with the *Privacy Act 1988 (Cth)*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

Please contact MTC Administration Services on 9489 4022 if you require additional information.

12. HEALTH AND SERVICES

Workplace Health and Safety (WHS)

Meerilinga is committed to providing a safe and healthy learning and work environment.

The safety of children and adults is of primary importance in all activities and operations of our organisation. We have adopted policies that align with current legislation, and are designed to protect you from physical injury while on our premises.

We seek to continuously improve work health and safety practices in all of our facilities and operations, and request that learners immediately report any hazards to their primary Trainer or responsible person onsite at the training location.

Infectious Disease Management

Meerilinga has effective and systematic risk management processes in place to identify any possible risks and hazards to people, our environment and practices related to global and local infectious disease events. We will minimise the spread of infectious disease by implementing recommendations sourced from Australian State and Federal Government – Department of Health, local public health units and Safe Work Australia.