

PRE-ENROLMENT INFORMATION

MHS Training Pty Ltd

ABN: 29 095 709 523

RTO Id: 90690

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Pre-Enrolment Information	General Manager	II	May 2008

MHS TRAINING PTY LIMITED

This booklet has been prepared for prospective students on behalf of MHS Training Pty Ltd in accordance with AQTF Standards. It has been designed to ensure anyone considering enrolling in one of our courses can make an informed decision about their future training.

This booklet of general information should be read in conjunction with specific course information outlines.

WHAT THIS BOOKLET IS ABOUT

The information has been arranged to allow you to consider the key aspects of being a student with MHS Training before you actually take the step to enrol.

You will be asked to sign off that you have received this pre-enrolment information. You must return it to your local training branch on or before the first induction day of the course if you enrol as a requirement of the Training Standard.

You will continue at all times to be bound by the complete policies and procedures in the MHS Student Handbook.

The Student Handbook is available on our website – go to www.mhs.com.au and follow the links to Training.

Alternatively you can drop into your local branch to view their copy.

WHAT TO DO WITH THIS BOOKLET

Read through each section carefully to ensure you understand each point.

If you don't understand a section, please call our **1800 number** for more information or explanation.

When you have read and understood the whole booklet and want to take the step to enrol just call the branch and arrange to make an appointment to open your enrolment in the course of your choice.

This booklet forms part of the obligations of MHS Training Pty Limited under the Training Standards that apply to Registered Training Organisations.

For more information on the Standards please go to <http://www.vetab.nsw.gov.au/>.

Training Administration

Free Call - 1800 037 335

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ABOUT MHS – A Registered Training Organisation (RTO)

As an RTO (Id: 90690) MHS Training is able to deliver Nationally Recognised Accredited qualifications.

CODE OF ETHICS

MHS Training shall always act with integrity in dealing with all students and members of the community and undertakes to maintain quality training and uphold ethical standards.

MHS Training shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with

- a. NSW Vocational Education and Training Accreditation Board (VETAB)
- b. Australian Quality Training Framework (AQTF) National Standards for Registered Training Organisations
- c. Commonwealth/State legislation and regulatory requirements.

MHS Training undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics. MHS Training shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

COURSE SELECTION

Course delivery does vary from location to location. We suggest you call your local branch and make arrangements to discuss you study goals with one of our Training Staff. In this way we can ensure that your employment goals are matched correctly to your study selection.

COURSE STARTING DATES

Training Administration Central Office on **1800 037 335** can inform you when the next course is starting in your area.

DELIVERY SCHEDULE

Please ask for information regarding the course delivery schedule – **1800 037 335**.

CLIENT SELECTION

MHS Training Pty Ltd requires that access and equity principles are observed during course selection processes. Enrolment to any MHS Training course is open to anyone who wishes to apply. There is no formal education or course pre-requisite requirement for MHS Training nationally recognised courses. Some considerations need to be taken, however. As programs are conducted in English, for example, a basic level of literacy and numeracy will be required to complete course requirements. Some programs require access to a workplace. Please see the details about your specific course in the Course Outline or in the Client Selection section of the complete Student Handbook, available at your local MHS Training office or at www.mhstraining.com.au

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ORIENTATION PROCEDURES

An induction/orientation is provided for all clients. This will be conducted on the first day of your course and will advise on: course requirements, anticipated outcomes, learner needs, the conduct of assessments, policies and procedures, complaints procedures and confirm RPL and national Recognition arrangements. The session will also review access to the Student Handbook and local “housekeeping” issues will also be addressed. On conclusion of the session clients are required to “sign off” that orientation has been conducted and relevant information has been provided.

AQTF STANDARDS – WHAT THEY MEAN TO OUR STUDENTS

AQTF are the guidelines by which all RTO’s must operate. The AQTF Standards have been established to ensure a consistent standard of Training delivery throughout Australia.

AQF QUALIFICATIONS – WHAT THEY MEAN TO OUR STUDENTS

AQF (Australian Qualification Framework) Qualifications are nationally recognised. If you are found competent and eligible for the award of a Certificate or Statement of Attainment it is recognised by industry around Australia.

WHAT ARE COMPETENCIES?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is made up of ELEMENTS.

The assessment of your competency means you must be able to ‘Show, Tell and Apply’ evidence and skills that match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams

You will be issued with a nationally recognised Statement of Attainment for each unit you are found competent in. If you meet competency requirements for the complete course a Certificate will be issued.

ISSUING OF CERTIFICATION

For all accredited training courses students are issued with certification listing the units undertaken. All competencies must be achieved, fees paid and any other commitments (book hire/return etc.) met before final Certification will take place.

MUTUAL RECOGNITION POLICY

Each State and Territory has agreed to recognise qualifications issued by any RTO in any State or Territory in Australia. This is called Mutual Recognition. Nationally Endorsed Training Packages and Australian Qualification Framework (AQF) accredited courses are also recognised mutually.

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RECOGNITION OF PRIOR LEARNING (RPL) & RECOGNITION OF CURRENT COMPETENCY (RCC) POLICY

RPL/RCC processes are designed to give you recognition for skills and knowledge already developed.

RPL and RCC are available for all subject units. The performance criteria of each unit provide the RPL benchmarks. Students may receive full recognition or partial recognition for the competencies required. This may reduce the cost and duration of your program.

Students must document their claim for competency in sufficient detail to enable the Assessor to decide on assessment needed. MHS will provide an RPL Kit with all necessary information if you think you are eligible for recognition processes. Please discuss this with your Training or Branch Administration personnel before you process your application and enrolment.

YOUR TRAINER'S RESPONSIBILITIES

- Provide clear instructions about what is expected during your training.
- Ensure each unit of learning is clearly outlined and indicates what is expected of you.
- Provide their contact details so you can contact your Trainer between workshops.
- Sign off on total requirements so an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
- Record your evidence and/or skill demonstrations as 'C' - Competent or 'NYC' - Not Yet Competent. Competencies are not scaled or marked.

ASSESSMENT PROCEDURES:

Assessment tasks are used to assess your competency. The assessment of your competency means that you must be able to "Show, Tell and Apply" evidence and skills, which match and meet the performance criteria listed for each of the units in your course. You may be asked to perform a task as a demonstration of skill or answer questions to demonstrate knowledge. MHS does not use on-line delivery or assessment. Your assessment may be based on classroom tasks, home study assignments or workplace performance. You will be advised of the performance criteria and the type of task prior to the assessment. You will be given the date of assessment in advance and will have the opportunity to reschedule, repeat and/or appeal the assessment if you do not agree with the results.

COMPETENCY ASSESSMENT PROCESSES

There are three types of assessment that occur at different stages for each Unit.

1. Initial assessments to identify what competencies you already have so a learning plan can be designed to develop the remaining or outstanding competencies.
2. On-going assessments provide feedback about your progress and identify any outstanding unit and/or element you need to focus upon.
3. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

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HOW ARE COMPETENCIES ASSESSED?

You will be required to produce evidence and/or demonstrate a unit of competency and apply related knowledge associated with that unit of competency. Your performance is assessed against national standards. The evidence you provide and competencies you demonstrate must meet set standards of performance.

ASSESSMENT APPEALS POLICY

Participants have the right to appeal an assessment decision made by MHS Training if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair.

We ask that you discuss the matter with us in an attempt to reach a decision. A full copy of the Assessment Appeals Policy is available on our website

What if you successfully demonstrate competencies in some areas and not in others?

You can receive recognition for competencies and units you successfully complete. This recognition is a Statement of Attainment and identifies the qualification name, unit numbers and national identification number.

CANCELLATION & REFUND POLICY

- The minimum deposit of \$200.00 is required to secure your position is non-refundable once the course commences.
- If MHS Training cancels a course a full refund will be paid.
- Withdrawals more than five working days prior to start date a refund, less a \$35.00 administration charge, will be paid.
- Withdrawals less than 5 days prior to start date a refund less \$70.00 administration charge, will be paid.
- Once a course has started no refund will be available.
- Refunds on compassionate grounds will be considered in writing on a case by case basis by the National Training Manager

COMPLAINT POLICY

Our policy sets out the correct procedure for the handling of complaints. MHS ensure that students and providers are made aware of their right to complain. We recognise that complaints are one method of measuring students' and providers' satisfaction and this can be a useful source of information and feedback for further improvement of our service.

No person is to be discouraged from making a complaint. A full copy of our Complaints Procedure is available on our website.

Our complaints policy reflects a provision of quality service based upon best practice.

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ACCESS, EQUITY & EQUAL OPPORTUNITY POLICY

MHS Training is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with relevant State and Commonwealth Discrimination Acts.

DRESS CODE

For classroom attendance neat, clean, casual dress is required. Workplace attendance requires appropriate dress for each particular workplace based assignment. You will be advised prior to placement.

Failure to comply with this policy may result in students being asked to go home and change into acceptable clothing.

OCCUPATIONAL HEALTH & SAFETY POLICY

MHS Training is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees. Management of MHS Training recognises its obligations under the relevant Federal and State rules and regulations of Occupational Health and Safety.

COUNSELLING SERVICES & SUPPORT

MHS Training caters to a diverse group of students and aims to identify and respond to the learning needs of all clients. Students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial counselling and enrolment stage onwards.

MHS Training is committed to assisting students who may require additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, MHS Training can provide contacts for:

- **Vocational Counselling**
- **Personal Counselling services** - MHS has a preferred provider for Assistance Programs. A fee is charged by the service provider.
- **Language, Literacy and Numeracy (LLN) Support** - LLN assessment is available from MHS Training. This service will be provided at no charge. Formal assessment (e.g. IELTS) will be arranged if requested. A fee is charged for this service and will be advised upon request.
- **Post Program and Exit Counselling Services** includes assistance with job seeking, resume and interview skills, vocational advice and mentoring from MHS Recruitment Consultants. Students are advised of this service towards the completion of their qualification or course.

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LEGISLATION

A number of Commonwealth and State Acts of Parliament relate to the administration of the Vocational Education and Training Framework generally and apprenticeships and traineeships particularly. MHS Training's operations are guided by the Principal Acts as they apply under the jurisdiction of various states and territories.

REPLACEMENT OF CERTIFICATES

Replacements of Certificates or Statements of Attainment are subject to a \$25 fee incl GST.

HEALTH

Anyone suffering from a temporary sickness which could infect others e.g. colds, flu and viral infections, **should not come training until recovered**. Students unable to attend training must advise their Trainer immediately. A medical certificate will be required for absences more than two sessions.

ABSENTEEISM POLICY

Students are required to attend at least 80% of lessons and placement arrangements to qualify for final assessments. Students are required to notify their Trainer prior to the commencement of the session/s if they are unable to attend. **Failure to comply with this policy may result in suspension from the course of study.**

DRUGS & ALCOHOL

MHS Training is a drug and alcohol free training centre. To ensure the integrity of MHS Training, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on MHS Training's premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is making a major violation of MHS Training's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

DISCIPLINARY PROCEDURES

MHS Training Pty Ltd reserves the right to withdraw the enrolment of students who breach the policies listed in the Student Handbook.

Breaches of policy relating to:

- Drugs and alcohol
- Access and Equity
- Harassment
- Absenteeism/Attendance
- Plagiarism
- Vandalism of MHS property
- Theft of MHS or other client property or
- Conduct – disrupting the learning of others

May be grounds for the withdrawal of enrolment without refund of fees

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BRANCHES

Sydney, Wyong, Melbourne, Gold Coast and Cairns

Free Call 1800 037 335 for all your training information

Useful Web Links

NSW Vocational Education & Training Accreditation Board (VETAB)

<http://www.vetab.nsw.gov.au>

National Training Information Service (NTIS)

<http://www.ntis.gov.au/>

Our Website:

<http://www.mhstraining.com.au>

Email enquiries:

training@mhstraining.com.au

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Attached: Acknowledgement of receipt of Pre Enrolment Information – for return separate to this booklet of information

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ACKNOWLEDGEMENT OF RECEIPT OF PRE ENROLMENT INFORMATION

Please complete this form sign off and return to your Trainer at or before your first morning induction.

I hereby acknowledge that I have been provided with this pre enrolment information prior to enrolling for training with MHS Training Pty Limited

Student Name:

Student signature

Date of signing

The course I am considering enrolling in

The qualification I would like to gain through training

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