

**MANTRA™**

Training & Development

Your Future - Your Choice!



# Participant Handbook 2017

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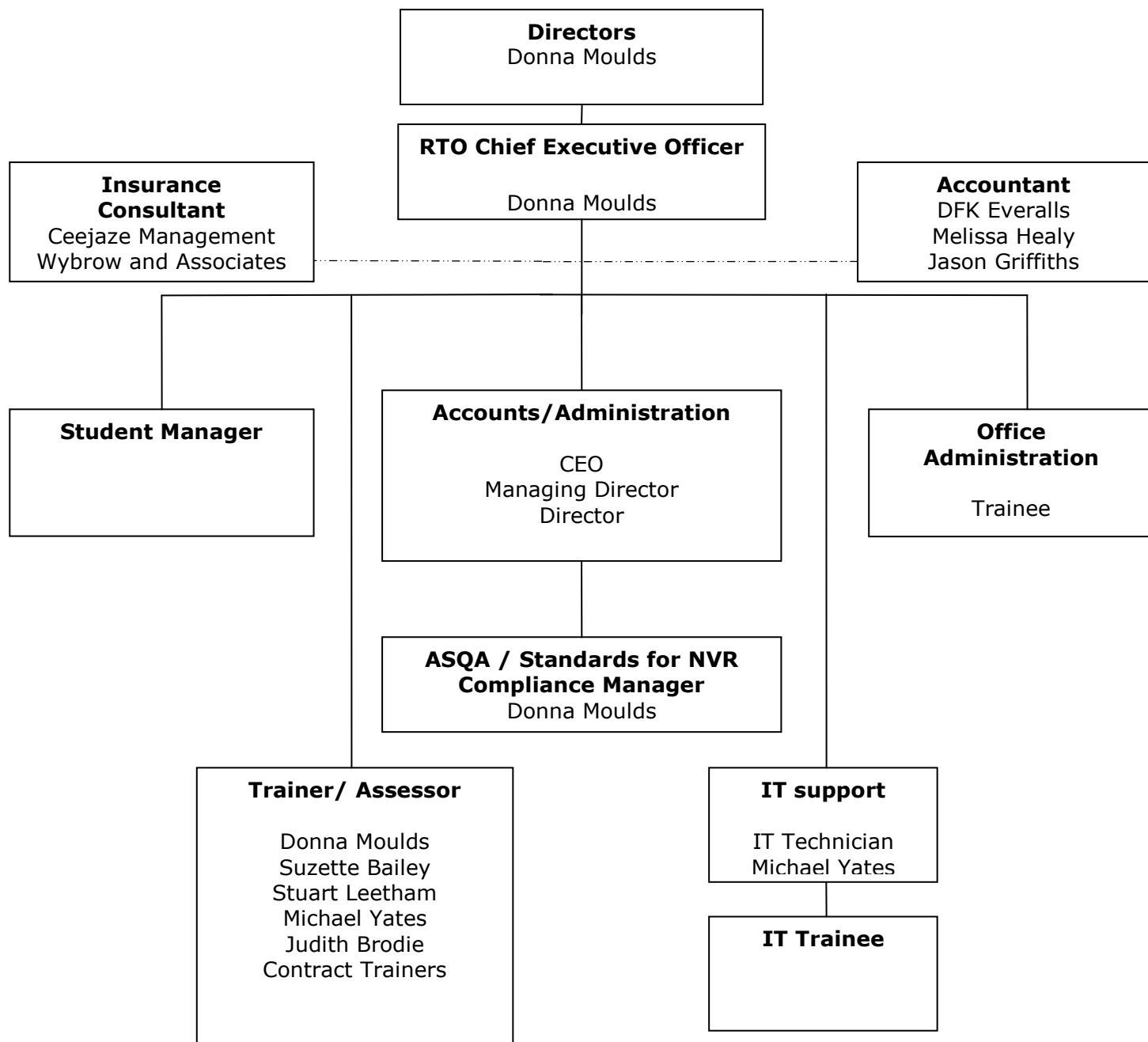
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**ORGANISATIONAL CHART**



## Introduction

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Welcome to Mantra Training & Development Pty Ltd.

Mantra Training & Development Pty Ltd is an innovative flexible and supportive Registered Training organisation, specialising in Training & Assessment, Information Communication Technology and Business qualifications.

Mantra Training & Development's CEO, managing Director and trainers have a long history in the industry and are committed to providing quality, innovative training and assessment services. Combined we have over 20 years of experience in adult education and training support services. We provide fee for service and Government funded courses in the following Training Packages and qualifications:

### **TAE10 Training & Education**

TAE40110 Certificate IV in Training & Assessment

### **TAE Training & Education**

TAE40116 Certificate IV in Training & Assessment (available in Late 2017 not on scope yet)

### **ICT Information Technology**

ICT10115 Certificate I in Information Digital Media and Technology

ICT20115 Certificate II in Information Digital Media and Technology

ICT30115 Certificate III in Information Digital Media and Technology

ICT40215 Certificate IV in Information Technology (Support)

### **BSB Business Services**

BSB20115 Certificate II in Business

BSB30115 Certificate III in Business

BSB30415 Certificate III in Business (Administration)

BSB40215 Certificate IV in Business

BSB40515 Certificate IV in Business (Administration)

BSB40615 Certificate IV in Business Sales

BSB42015 Certificate IV in Leadership and Management

BSB42615 Certificate IV in New Small Business (in partnership with The Wise Academy)

BSB41515 Certificate IV in Project Management Practices

BSB51915 Diploma of Leadership and Management

### **FNS Financial Services**

FNS20115 Certificate II in Financial Services

FNS30115 Certificate III in Financial Services

FNS40215 Certificate IV in Financial Services (Bookkeeping)

### **TLI RANSPORT AND LOGISTICS TRAINING PACKAGE**

TLI41216 Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction)

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have a supportive, positive and enjoyable learning experience.

Our induction procedure ensures that you, our RTO staff, are guided through this document and introduced to the quality management system that contains all of our RTO policies, procedures and other relevant information.

## Unique Student identifier

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From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

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

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

## The Standards for NVR Registered Training Organisations

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You are about to become a participant in the process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be a RTO we need to meet the requirements of the Standards for NVR Registered Training Organisation. This is assessed in the Australian Capital Territory, by the Australian Skills Quality Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the Standards for NVR Registered Training Organisation and will be re-audited during its subsequent five year registration period.

These standards are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

<https://www.asqa.gov.au/standards>

## Client Complaints

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We will deal with any Participant complaints in an effective and timely manner, typically resolving all complaints within three weeks.

- Each complaint and its outcomes will be recorded in writing.
- We will act upon any substantiated complaint.

The CEO is responsible for managing the resolution of the complaint and will be able to supply and assist with the complaint forms.

Reference: [RTOF018 Complaints Form](#)  
[RTOF019 Complaints Register](#)

All complaints are reviewed at our monthly management meetings and, if appropriate, will result in a continuous improvements activity.

If the Participant is still not satisfied with the resolution of the complaint, the "National Complaints Code" directs them to seek further assistance from ASQA, whose details are listed below.

Australian Skills Quality Authority (ASQA)  
GPO Box 9928, Melbourne, VIC, 3001  
Ph: 1300 701 801  
Web: <http://www.asqa.gov.au/>

A copy of the National Complaints Code is available from Mantra Training and Development's CEO.

[Reference: RTOD020 National Complaints Code](#)

## Client Appeals

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We will deal with any Participant appeals against our decisions including, assessment decisions, in an effective and timely manner, typically resolving all appeals within three weeks.

- Each appeal and its outcomes will be recorded in writing.
- Each appeal is heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant:
  - Has the opportunity to formally present his or her case
  - Is given a written statement of the appeals outcomes, including reasons for the decision.

If an appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

The CEO is responsible for managing the resolution of the appeal and will be able to supply and assist with the appeal form.

[Reference: RTOF016 Appeals Form](#)  
[RTOF017 Appeals Register](#)

All appeals are reviewed at our monthly management meeting and if appropriate result in a continuous improvements process.

If the Participant is still not satisfied with the resolution of the appeal, the "National Complaints Code" directs them to seek further assistance from ASQA, whose details are listed below.

Australian Skills Quality Authority (ASQA)  
GPO Box 9928, Melbourne, VIC, 3001  
Ph: 1300 701 801  
Web: <http://www.asqa.gov.au/>

A copy of the "National Complaints Code" is available from Mantra Training & Development's CEO.

[Reference: RTOD020 National Complaints Code](#)

## Legislative Requirements

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We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes.

Current legislation is available online at [www.austlii.edu.au](http://www.austlii.edu.au) and [www.legislation.act.gov.au](http://www.legislation.act.gov.au)

The legislation that particularly effects your participation in Vocational Education and Training includes:

### Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- Work Health and Safety ACT 2011

### ACT Legislation

- Working with Vulnerable People (Background Checking) Act 2011
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Tertiary Accreditation and Registration Act (2003)
- Vocational Education and Training Bill (2003)
- Discrimination Act 1991
- Workers Compensation Regulation 2002
- Workplace Injury Management and Workers Compensation Regulation 2002
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975

### NSW Legislation

- Interpretation Act 1987.

### NT Legislation

- Northern Territory Employment and Training Act

### WA Legislation

- The Western Australian Industrial Training Act 1975
- WA Vocational Education and Training (VET) Act 1996

### QLD Legislation

- Training and Employment Act (2000)
- Public Sector Ethics Act (1994)
- Disability Services Act (2006)

## Workplace Health and Safety Policy

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The Workplace Health and Safety Legislation Amendment Act 2011 describes Mantra Training & Development's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

Also refer to ACT Work <http://www.safeworkaustralia.gov.au/sites/SWA> for further information and support

## Harassment and Discrimination Policy

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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

- We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.
- 
- Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, Harassment, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.



**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know or are permitted to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of Mantra Training & Development.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

### Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

## Plagiarism

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Plagiarism is the presentation, without any form of acknowledgment, the ideas or words of another writer as if they were your own. This is more than just another form of cheating. It is literary theft. It is stealing someone else's work.

For academics, plagiarism is one of the worst possible forms of dishonesty because it strikes at the heart of their work as scholars. Academic and intellectual reputations are built on the development and circulation of ideas which, in turn, depend on the intellectual honesty of its practitioners. Without an active commitment to intellectual honesty, scholarship becomes meaningless.

### Your responsibilities as an author

As a student you will be expected to pay scrupulous attention to acknowledging where your ideas for your essay came from.

This means more than just documenting the relevant sources. It means acknowledging:

- Key ideas (including methods, maps, diagrams, graphs, tables and so on)
- **Direct quotations**
- **Paraphrased** material
- Any information that you did not think of for yourself.

For more detailed information on how to acknowledge your sources fully and properly go to [How to quote](#).

### Some tips to avoid plagiarism:

- Cite your source
- Ensure that direct quotes use quotation marks or are in block format so that your reader knows where a quote begins and where it ends
- When incorporating brief quotes into your own sentences begin with your words then weave your source's words into your sentence
- Ensure that you have presented the words exactly as they appear in your source
- For paraphrased material, provide acknowledgment as early as possible in your paragraph. It is unwise to draw on someone's work but only give the reference at the end of the paragraph, or when you have finished making your point
- Be extra careful with material taken from the internet.

Note that plagiarism is not about submitting the same essay (or assignment) for assessment in two different (but related) subjects.

That is certainly a form of cheating but it is not stealing the work of another; you cannot steal from yourself.

There is really only one rule to observe if you want to avoid being accused of plagiarism:

### If in doubt, provide a reference

## Privacy

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Mantra Training & Development takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and [National Privacy Principles](#) (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer

In some cases we will be required by law or required by the Standards for NVR Registered Training Organisation to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Mantra Training & Development will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

## **Vocational Education and Training Requirements and Policies**

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These are described in more detail in the [National Vocational Education and Training Regulator Act 2011](#) and the Standards for NVR Registered Training Organisation, but these acts basically confirm the right of ASQA to audit the RTO, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

### **RTO compliance with legislation**

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Training organisations have an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training (See SNR 9 and SNR 20 of the [Standards for Registered Training Organisations RTO's 2015](#)).

### **Australian Apprenticeships and Traineeships**

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Mantra Training & Development delivers training eligible for "Traineeships" (also known as Australian Apprenticeships) and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Australian Apprenticeship/Traineeships Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

## **Working with Children**

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We do accept people under the age of 18 in our training programs.  
We will comply with all Federal and State working with Children legislation.  
A list of all relevant legislation is available from the Federal Police Website:

### **Federal Police Checks**

The *Working with Vulnerable People (Background Checking) Act 2011* (the Act) commenced on **8 November 2012**, with individuals working or volunteering in 'Activities or Services for Children' having until 7 November 2013 to become registered.

The Act aims to reduce the risk of harm or neglect to vulnerable people in the A.C.T. The Act requires people who have contact with vulnerable people while engaging in regulated activities and services to register with the Office of Regulatory Services (ORS).

### **Working with Vulnerable people registration**

Further information on the Working with Children's Check is available from Mantra Training & Development's CEO.

## **Fees and Refund Policy**

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All of our training courses attract fees, these fees are charged with directly to the participant or to the participants employer with an approved third party authorisation. This is dependant upon the contractual terms signed by all relevant parties.

### **Skilled Capital**

*"Skilled Capital is an ACT Government training Initiative, funded by the ACT and Australian Governments"*

Students may be eligible for other government funding including Recognition of Prior learning. Contact the office for more options and details on government funded programs. If you are not eligible for a fee exemption Skilled Capital or any other government funded program, you will be required to pay a \$350 enrolment / administration fee along with additional tuition fees.

### **Completion payments**

Students who successfully complete the qualification under the Skilled Capital program will be eligible for a \$300 completion incentive paid directly to the student upon completing the Qualification (in the Training contract period) and mandatory survey.

Students will be eligible to receive the completion payment for up to one (1) year after successful completion of the qualification, provided up to date email and bank account details are confirmed. A student is not eligible for a completion payment where more than 50% of the units are completed through RPL and/or credit transfer.

## Traineeships

Traineeships incur an admin fee of between \$350.00 - \$1550.00, this incorporates the mandatory minimum student Fee of \$350.00 and is payable by the employer, no student will be charged a fee when employed. If the student is required to pay a fee under their employment this is to be negotiated between the Employer and Employee.

The details of the fees are nominated in the individual Course Information Sheet, however a deposit of no more than \$1500.00 is to be paid in advance unless other payment terms are negotiated in advance with Mantra Training & Development's management.

As per (Option 3) the **NVR registered training organisation** may accept payment of no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, the **NVR registered training organisation** may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The balance of fees are to be paid in full on the day of commencement of Training as per the course schedule.

## Replacement of certificates

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If at any time a replacement Certificate or Statement of Attainment is required their will be a fee of \$20.00 payable at the time of application.

[Reference: RTOF Application for replacement Certificate or SOA](#)

## Refunds

All course fees are paid into our "Holding Account".

All courses have a two (2) day "cooling off" period during which a 100% refund will be available, unless training has already been commenced, in which case the two (2) day "cooling off" period is not applicable.

Each course also incurs a 30% non refundable administration charge.

All refund application must be applied for in writing, on the prescribed Refund Application Form".

The Refund Application Form is available from Mantra Training & Development administration.

Refunds amounts will be calculated using the following formula:

Nominal overall duration of Course in months:

(12 months typical) = A

Maximum refund amount (Course Fee less 30% Administration charge) = B

Full calendar months remaining in Course from receipt of completed refund application =C.

Refund amount due= B x (C/A)

Short Courses (courses less than 15 days) Maximum refund amount if cancelling 5 working days prior to the course starting date is Course Fee less 30% Administration charge.

**Note:** After the commencement of a short course no refund will be given.

Any questions relating to the Refund Policy can be directed to Mantra Training & Development's CEO.

All applications for refund will be resolved and paid within three weeks from receipt of application.

[Reference: Application for Refund Form RTOF044](#)



## Participant Training Records Policy

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We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are stored in "VETtrak" and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO will undertake a validation of the training records of approximately 5% of registered trainees and report the accuracy to the MMM.

The CEO/Directors are responsible to conduct a nightly back up of our computer systems to a Tape drive. This backup is then taken offsite by one of the CEO/Director's each night.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Reference: [Document Retention Record Form RTOF082](#)

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our VETtrak software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the requirements under the Standards For NVR Registered Training Organisation such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,
- 
- Or those required by law such as:
- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).
- Or
- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

Reference: [Participants Record Request Form RTOF041](#)

## **Recognition of other Qualifications**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Mantra Training & Development.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

## **Access and Equity**

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We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to Mantra Training & Developments CEO.

## **Client Selection**

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There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course information documentation.

If you have any questions please do not hesitate to discuss the course with your trainer or the CEO.

## **Enrolment**

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To enrol in one of Mantra Training & Development's courses you will need to obtain the permission of your employer to allow Mantra Training & Development to enrol you in the training program if you are undertaking training as part of or in addition to your job.

Enrolment will consist of you contacting Mantra Training & Development. We will despatch to you by suitable means a Participant Manual, an Enrolment form, literature on the courses being considered and any other relevant documentation including pricing duration and support arrangements.

If you are participating in a Government funded initiative then you will need to undergo the following to ensure you meet Eligibility criteria.

- Enrolments form
- Eligibility check
- Provide ID (see relevant ID for enrolment purposes on Enrolment form REV 8.0)
- Identify all relevant fees and charges and exemption of fees
- LLN Assessment (Language Literacy and Numeracy)
- Development and completion of a Training Plan



## **Induction**

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Prior to completing the enrolment session all students will complete an induction program which will cover:

- Confirmation of the course to be delivered.
- All course fees including any additional fees for replacement of certificates
- LLN assessments support arrangement if required
- Introduction to Mantra Training & Development's training staff,
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

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

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Our course standard material contains written documentation and limited numerical calculations. Our enrolment process is designed to initially identify areas of concern in respect to LLN.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy. We have facilitators that can support our students with LLN difficulties.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus if we are unable to assist.

[Reference : Language Literacy and Numeracy Assessment](#)

## **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Mantra Training & Development's staff.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with Mantra Training & Development's CEO who will assist you to the full extent of our capacity.

If your needs exceed Mantra Training & Development's support capacity we will refer you onto an appropriate external agency.

## **Flexible Learning and Assessment Procedures**

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Mantra Training & Development recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Mantra Training & Development will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Mantra Training & Development undertakes to assist participants achieves the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Mantra Training & Development's CEO.

## **Discipline**

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Mantra Training & Development attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Mantra Training & Development's CEO, and the appropriate action will be taken.

## **Recognition of Prior Learning Policy (RPL)**

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Mantra Training & Development recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Mantra Training & Development should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application pack is available from the CEO.

References: [RPL Matrix applicable to qualification enrolled in](#)  
[RPL Information Kit RTOF062](#)  
[RPL Application Evidence Summary RTOF059](#)  
[RPL Application Form RTOF060](#)  
[RPL Feedback Form RTOF061](#)  
[RPL Intention to Appeal Form RTOF063](#)

## Credit Transfer Policy

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Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

**Credit Transfer** – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

## Assessment Standards

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All assessments conducted by us will:

Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure Training and assessment is delivered by trainers and assessors who:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
  - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
    - be equitable, culturally and linguistically appropriate,
    - involve procedures in which criteria for judging performance are made clear to all participants,
    - employ a participatory approach,
    - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
  - **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment. We will achieve this through:
    - careful design of the assessments,
    - validation and moderation of the assessment materials conducted in our annual review,
    - a understanding of the definition and practical application of the above definitions.

## Assessment Criteria

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All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

### Training & Assessment strategy

## Assessment Methods

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Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency. As per the dimensions of competence outlines below.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, see further details in the appeal process section.

## Acknowledgement Declaration

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I acknowledge that I ..... have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of Mantra Training & Development Pty Ltd.

**I agree to Mantra Training & Development accessing or Verifying my existing USI.**

.....  
Signature

.....  
Date

.....  
Name of Witness

.....  
Signature of Witness

.....  
Date