



MPGTC Pty Limited RTO Student Handbook

As a Registered Training Organisation, MPGTC Pty Ltd operates within the VET Quality Framework and standards for NVR Registered Training Organisations.

The information contained in this handbook outlines our commitment to training and our policies for providing training and assessment services.

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1. INTRODUCTION

Master Painters Group Training Company Pty Ltd (MPGTC) is a registered training organisation (RTO) Code: 90464 under the Australian Skills Quality Authority (ASQA); this ensures we comply and meet the standards of the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015 at all times. MPGTC holds a public liability insurance that covers our operations.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our course policies and procedures meet the requirements and stipulations of all Commonwealth, State, and/or Territory Legislation relevant to our scope of operation. MPGTC will advise you if any changes to legislative and regulatory requirements affect our services. As an RTO, MPGTC Pty Ltd is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

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

1.1 Terms and Conditions of Registration

This document outlines important information regarding your course, the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to you. Please read the information within your Student Handbook carefully as it is a condition of enrolment that you have read, understood, and accepted this information. In enrolling with the RTO, you are accepting the following terms and conditions, you are also ensuring that the information you provide to MPGTC Pty Ltd is true and correct.

Student requirements

As a student of MPGTC Pty Ltd, you agree that you have the following:

- Pre-requisite units and entry requirements as applicable to your qualification
- Identified all barriers to study, including any impairments, disability or language, literacy and numeracy (LLN) issues, which may hinder your studies
- Appropriate level of computer literacy: the ability to use a word processing application, email, and internet. MPGTC does **not** provide IT technical support for students
- Appropriate computer software: Microsoft Word (or the Open Office equivalent) and a PDF Reader
- Our recommended browser, which is Google Chrome Internet Browser
- PC Requirements: Windows 7, Windows 8, or Windows 10

- Mac Requirements: Mac OS X 10.6 or later
- Regular allocation of time over the length of your enrolment to complete your course
- Active email address and internet connection
- Mobile phone with voice mail capability
- A Unique Student Identifier (USI). If you have not already applied for your USI, you can work with the Student Support Team to apply for one or it can be applied for through the MPGTC online learning portal
- Willingness to receive correspondence via mail, email, phone and/or text message
- Willingness to respond to communication in a timely manner
- If you have opted to pay for your course upfront or via instalments (referred to as a payment plan), the capacity to meet these payments as per your contract.
- Capacity to engage with coaching sessions, including any language, literacy, and numeracy support, as needed to complete the requirements of your course
- Willingness to receive information on future courses or other training products with MPGTC Pty Ltd.

1.2 Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia need to have a unique student identifier (USI). AQT certification documentation will only be issued to individuals possessing a USI. A USI is effectively a reference number made up of numbers and letters that will give you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised vocational education and training (VET) course that is undertaken. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training. If you don't already have a USI, access this website to set one up: <http://www.usi.gov.au>

You will be prompted to enter your USI when you log into MPGTC's online learning. You will be prompted every time you log in until your USI is entered into the system.

Please note that you are required to provide your USI before you can graduate from an accredited course. If you have any questions, please do not hesitate to contact us.

1.3 USI Exemption

If you are exempted from obtaining an USI under Student Identifiers Act 2014, MPGTC will advise you prior to your course enrolment or completion that your training results will not be accessible through the Commonwealth or be reflected on any authenticated VET transcript prepared by the registrar.

1.4 Additional Eligibility Requirements for Funded Traineeship Students

In addition to the above requirements, there are certain other criteria you must meet in order to undertake a traineeship. For the most accurate and up-to-date information, as well as employer obligations, please contact your state training authority directly:

- **ACT:** <http://www.cmd.act.gov.au/skillscanberra/individuals>
- **NSW:** <https://smartandskilled.nsw.gov.au/>
- **NT:** <https://nt.gov.au/employ/apprenticeships-and-traineeships>
- **QLD:** <http://apprenticeshipsinfo.qld.gov.au/apprentices/index.html>
- **SA:** <http://www.skills.sa.gov.au/apprenticeships-traineeships>
- **TAS:** <http://www.skills.tas.gov.au/apprenticeshipstraineeships/whatis>
- **VIC:**
<http://www.education.vic.gov.au/training/learners/apprentices/Pages/default.aspx>
- **WA:** <http://www.dtwd.wa.gov.au/apprenticeship-office>

2. AQF QUALIFICATION LEVELS

The Australian Qualifications Framework (AQF) is a national system of qualifications which comprises school, vocational / industry based and university qualifications.

Below is the AQF table setting out levels of available qualifications.



3. TRAINING COURSES

MPGTC provide quality training courses which comply with RTO standards. Course details i.e. length of time, mode of delivery, location and names of trainers and or work placement arrangements would be provided on the training materials. The code, title and qualification of your course would also be identified on your course materials. Our vocational, educational and training (VET) accredited courses enable you to meet the requirements for each unit of competency or module in which you are enrolled in. The training products delivered by us are VET accredited courses and have integrity for employment and further study. In addition to courses that are AQF certified, we also offer training courses for your personal growth and success. Your chosen training course will specify if the course is a nationally recognised training course (AQF certified) or personal growth and training course. For personal development course, a certificate of attendance or completion certificate would be issued upon successful completion.

3.1 Recognition Of Prior Learning (RPL) And Credit Transfer Policy

Recognition of Prior Learning (RPL) and Credit Transfer policy

Recognition of prior learning (RPL) and credit transfer are both offered across all of MPGTC's courses. RPL is a process by which you provide evidence of pre-existing skills and experience in order to determine whether you are already competent in one or more units. Credit transfer can be applied if you have previously completed a particular unit or units making up part of the course that you are undertaking with us.

Once you have enrolled, a MPGTC Trainer and Assessor will assess your application to determine if you believe you may be a candidate for this process. If successful, you will be eligible for exemption from undertaking certain assessments within the course. If you do not agree with our assessment, you can challenge this and request for a reassessment. Please note that the terms of your contract, including tuition fees payable, will not be affected by the units of competency achieved via this RPL or credit transfer process. . RPL is intended for individuals who can demonstrate that they have current industry competencies or experience reflecting performance criteria in the unit/s for which they are applying for RPL. Note that this process can be lengthy, and it relies solely on the evidence and information that you submit. The following documents would be accepted as evidence:

- (i) AQF certified documents issued by another RTO or AQF authorised issuing organisation
- (ii) Authenticated VET transcripts issued by the Registrar

Other evidence or documents that you could submit for evaluation are:

- (i) At least one formal qualification or where there is no formal qualification,
-

(ii) Two different pieces of evidence to demonstrate your competence.

When submitting your evidence, please keep in mind that your evidence needs to be:

- Current – Does the evidence reflect your current skills?
- Relevant – Is your evidence relevant to the unit for which you are applying?
- Authentic/Valid – Does your evidence prove/demonstrate that you have the skills/knowledge/attributes/competency for the unit for which you are applying?
- Sufficient – Is your evidence sufficient to demonstrate that you are competent in the skills relevant to the unit for which you are applying?

Once you are enrolled and have expressed your interest in this process, you will be supplied with an RPL application kit as specific to your chosen qualification of study.

4. QUALITY IN COURSE TRAINING & ASSESSMENT

4.1 Language, Literacy And Numeracy (LLN)

As an RTO, MPGTC will ensure that potential students have the required language, literacy, and numeracy (LLN) to undertake the course they are enrolling into. During the enrolment process, you will be asked a number of targeted self-assessment questions to help us determine your existing skills, knowledge, experience and suitability to your chosen course. Should you demonstrate the need for assistance, detailed assessments are to be made. These assessments will identify the appropriate methods, areas in need and suggestions for support. On enrolment it is your responsibility to advise your Careers Advisor if you feel you may require additional support in this area. If you do not agree with our assessment on your suitability to your chosen course, you can challenge this and request for a reassessment.

MPGTC offer referral or support services to students upon request. Referrals will be made to Adult Migrant English Program (an Australian Government Initiative). MPGTC also has strategies in place for trainers/assessors to follow in regard to special needs and student welfare.

4.2 Successful Course Completion

Our courses are designed to cater to the individual needs of all individuals, irrespective of age, gender, cultural or ethical background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location. Our courses meet training package requirements and enable you to reach competency in courses you are enrolled. We would like you to be successful in your course, so before you enrol, please check if you meet the following requirements that would enable you to complete the course.

- Access to a computer and the Internet
- An active email address which is regularly checked
- A phone where you can be reached for support as required
- Computer literacy
- For certificate courses, Year 10 or equivalent level of reading, writing, and comprehension
- For diploma courses, Year 12 or equivalent level of reading, writing, and comprehension
- Access to suitable resources - e.g. video camera, depending on the course you are studying
- Time to complete the assessment items
- Financial stability to fulfil your financial commitments
- Depending on the course that you are studying, access to a workplace
- For Face to Face at Training centre students, attendance at all classes

If you need help or information in meeting the above requirements, please email notify us BEFORE you enrol. It is your responsibility to notify us of any potential barriers at enrolment (or during your course) to allow us to provide for adequate support throughout the course. If you have identified your support needs, we would provide you with support that is necessary for you to complete your chosen course.

By enrolling, without identifying any barriers to MPGTC, you are confirming to MPGTC you are able to fully commit to your studies. MPGTC do not guarantee that you will successfully complete your chosen training course or you will obtain an employment outcome upon completion of the course. MPGTC also do not guarantee that you can successfully complete a training course which does not meet our training and assessment strategies and practices.

4.3 Course Transfers

MPGTC encourages students to engage in study that best suits their expected outcomes. also expect that students have chosen the correct course as aligned to their desired goals. Depending on your circumstances, if you wish to change from one course to another, all course transfer requests must be submitted in writing to our Student Support team training@masterpainters.com.au

You will receive a decision in regard to your course transfer request in writing from our Student Support team within ten business days. Please note that the terms of your contract, including tuition fees payable, will not be affected by your course transfer request. Course deferrals are not available.

4.4 Course Transfers Specific To Face To Face On Training Centre Deliveries

Once enrolled in a Face to Face Training Centre course, you may transfer to the next intake at the same location on **only one (1) occasion**. No additional fee is applied for a transfer to a later intake at the same Training Centre location.

If a student does not complete their Entry Requirement units for a second time after the transfer, as per the required timeframes, the student will be liable to pay \$500.00 to transfer to another intake.

If a student has already commenced units of competency in their qualification but wishes to transfer to another Training location, there is a \$500.00 fee payable 48hrs prior to the transfer. You must notify us in writing at least 48hrs prior to the start of the practical component. A student may not transfer their enrolment and course to any other person.

If you do not attend the practical component of your course and fail to notify MPGTC, you will be given the option of transferring to a Mentoring course. No refunds will be given for the difference between the Face to Face Training Centre Delivery and Mentoring modes of delivery.

4.5 Course Transfers Specific To MPGTC Selected Mentor Deliveries

Once enrolled in an MPGTC Mentor course, you may transfer to another Mentor free of charge any time prior to the second practical session with your original Mentor. An administrative fee of \$50 will be payable on any Mentor transfers after the second session. It is the student's responsibility to contact MPGTC to facilitate this transfer - advising only your Mentor of the desire to transfer is not sufficient.

4.6 Smart and Skilled Extensions/Deferrals

Any enrolled student accessing Smart and Skilled subsidised training is entitled to defer their studies totalling no more than 12 months. If you require additional time to continue your study beyond the end date of your course, an application for course extension must be made prior to your expiry date. All requests must be lodged in writing to our Training team for assessment and consideration.

4.7 Assessment and Completion of Course

Your training and assessment will be conducted in accordance with requirements of the standards for registered RTO. If you do not agree with our assessment, you can challenge this and request for a reassessment. AQF qualification would only be issued to students who have a USI, completed a nationally recognised training and assessment course and have satisfied MPGTC assessment. AQF certification will be issued within 30 days of successful course completion provided all fees payable have been paid. AQF certification records and statement of attainments would be placed on a register and maintained by us for a period of 30 years and as a student, you will have access to your record.

5. FEE POLICY

5.1 Course Fees

Your course fee includes the delivery and assessment of your qualification, all resources and study materials for the course as well as the support you receive from our Training Team. Prior to enrolment or on enrolment of training and assessment, you will receive an email summarising the course fees and the payment terms and conditions.

If you are unable to pay your course fees upfront in full, you will be asked to pay a deposit to secure your position and enable us to begin the enrolment process. Your payment plan details, including the duration and weekly/fortnightly contribution as discussed with your careers advisor, will be confirmed by our Accounts department once your enrolment is processed.

Your fees must be paid in full by the time you complete your course, and your AQF certificate documentation/award - i.e. the certificate for your course - will not be issued until your fees are paid in full. Further, you will not be charged any additional fees for repeat attempts of any unit of competency in which you were originally enrolled.

5.2 Funded Traineeship Contribution Fees

An invoice and application for admission form will have been sent to you prior to enrolment. It is important that you be aware that MPGTC cannot accept your enrolment until we have received your completed form and payment of the invoice in full. Any delay in payment may also delay the registration of your training contract with the relevant state training authority.

Pending: To include details about any VET-FEE-HELP govt funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment.

5.3 Incidental Fees

- If you misplace any AQF certification documentation issued by, i.e. your certificate or statement of attainment, you may purchase a replacement for \$30 plus postage.
- If you require an alternative form of access to your learning resources, such as a hard copy of your learning resources, you may contact our Student Support team who will facilitate the purchase for you. This will become your personal property, but you may not sell on or commercialise the information contained within.

5.4 Incidental Fees Specific to The Face To Face On Campus Delivery

In the event you are deemed to be Not Yet Competent against the entry requirements within the required timeframes, students with progression will be given **one** opportunity to transfer to another Intake at the same Training facility or transfer to a Mentoring delivery mode at no cost.

- Students with no progression or limited/no attendance during the Entry Requirement timeframes, as defined in the Student Program Schedule, will be transferred to another Training intake (at the same location).
- If the event you are deemed Not Yet Competent against the entry requirements after the transfer, students will be liable for all costing; this includes a cost of \$495.00 for all students wishing to undertake another Training intake.

5.5 Cooling-off Period

This cooling-off period exists for you to ensure that your chosen qualification suits you and to provide you with sufficient opportunity to review these terms and conditions. It is also your responsibility to identify potential barriers to your learning and to advise us during this period. Once the cooling-off period expires, you will be bound to honour your contractual arrangements in full. Please note that even if you have chosen to delay the commencement of your course, your five-day cooling-off period is effective after you confirm your enrolment and accept the terms and conditions as contained in this Student Handbook.

1. Solicited consumer agreements

Where you have invited negotiations for the purchase of an MPGTC training product, e.g. you have expressed interest in our courses or have contacted one of our sales people directly, you are considered to be a 'solicited consumer'.

All courses contain a five-day cooling-off period, effective after you confirm your enrolment and accept the terms and conditions as contained in the Student Handbook. The cooling-off period is calculated using actual days, so weekends and public holidays are included. Please see table below for details of this:

If you enrol on a...	...then your cooling off period expires at 11.59pm on...
Monday	the Saturday of <i>that same week</i> .
Tuesday	the Sunday of <i>that same week</i> .
Wednesday	the Monday of <i>the following week</i> .
Thursday	the Tuesday of <i>the following week</i> .
Friday	the Wednesday of <i>the following week</i> .
Saturday	the Thursday of <i>the following week</i> .
Sunday	the Friday of <i>the following week</i> .

2. Unsolicited consumer agreements

Where you have not invited negotiations for the purchase of an training product, e.g. one of our sales people telephones you uninvited or approaches you in a place other than our place of business, then you are considered to be an 'unsolicited consumer'. If this is the case, then Australian Consumer Laws will apply to ensure there is a cooling-off period to your contractual commitment to enrolment upon a course at MPGTC (Contract). During this cooling-off period, you are entitled within a period of 10 business days to change your mind and cancel the Contract by giving written notice of termination to us at the contact details as given in the Withdrawal policy section below.

For unsolicited agreements negotiated by telephone, the cooling-off period begins on the first business day after you have received the enrolment documents confirming your enrolment over the telephone. For other agreements, the cooling-off period begins on the first business day after the agreement was made, which is the day you confirm your enrolment application to us in writing. Under Australian Consumer Laws, we must not accept or require any payment during the 10-day cooling-off period; however, if electing to make payment via credit card, we will pre-authorise the details you have supplied to us. No funds will be debited until the day after the cooling-off period has expired. If you cancel your Contract within the cooling-off period, the agreement will be void, but you must immediately return any materials that we may have supplied you.

5.6 Refund Of Course Fees

1. Within Cooling off Period

If you are a solicited consumer, and for any reason you decide to cancel your enrolment within the five-day cooling-off period, you will be eligible for a full refund minus a \$50.00 administration fee.

If you are an unsolicited consumer, and for any reason you decide to cancel your enrolment within the ten-business-day cooling-off period, you will not have any fees deducted whatsoever and will not be liable for any fees associated with that course.

Please note that all requests for withdrawal within cooling off must be received in writing. These can be sent to training@masterpainters.com.au and so long as they have been received to this email address prior to the expiration of the cooling off these requests will be honoured.

2. Outside Of Cooling Off Period

After the cooling-off period, all students are required to honour their contractual agreements and no refunds or termination of ongoing fees are available except in cases where a formal out-of-policy arrangement has been made with the CEO or delegate of MPGTC or where the provider has defaulted on delivery.

Please note that the following are not legitimate reasons for a refund:

- a change of mind towards your chosen qualification
- the online learning delivery mode
- preference for another training provider
- Change of career path
- Change in your employment status
- Changes to your personal circumstances relating to your ability to pay for the course
- Pregnancy
- Changes in the time you have available to study
- Changes to your location or housing situation
- Your lack of progression through the course
- Not achieving competence against the entry requirements in the allocated timeframe

In cases where students are suffering from a medical ailment and are able to provide adequate documentation of such, then upon application in writing, the student's enrolment may be extended for a period of up to six months. No refund of course fees apply, and the student will remain liable for all payments as agreed under their payment plan.

In cases where a student has a condition, impairment, disability or situation that is pre-existing at the time of enrolment, no refunds will be available after the cooling off period due to this condition or situation as the confirmation of enrolment is taken as acknowledgement that the condition, impairment, disability or condition will have no impact on your ability to complete the course.

Where a student has a pre-existing medical condition, impairment, disability or situation and the circumstances have significantly worsened post-enrolment, and the student can evidence that this has resulted in the permanent inability of the student to complete the requirements of their course, decisions on refunds may be made at the discretion of the CEO or delegate.

Where genuine and extenuating hardship can be evidenced and this has resulted in the permanent inability of the student to complete the requirements of their course, decisions on refunds may be made at the discretion of the CEO or delegate.

No requests for refund will be approved unless adequate and legitimate documentation is supplied to evidence the situation. In all cases it is the student's responsibility to ensure this documentation meets the requested requirements. MPGTC will not contact third parties to gain evidence on your behalf due to privacy restrictions. All evidence supplied will be maintained in accordance with the privacy act and will only be utilised for the processing of the refund request.

5.7 Funded Traineeship Refunds

Any refund is made as a lump sum to the student no more than 28 days after the relevant state cancellation paperwork has been sent through and signed by both the student and the employer, but this is provided that the contribution fee has been paid in full.

5.8 Modifying Payment Of fees

During the course of your enrolment, you may require an adjustment to your payment plan. Requests should be submitted in writing along with evidence of genuine hardship and relevant documentation, and they will be assessed in accordance with the applicable policies. Any variation to standard policy must be approved by the CEO or delegate. It remains the responsibilities of the student to determine their financial capacity to meet the scheduled payment arrangement prior to confirming their enrolment. In all cases of financial hardship, students will still be required to pay their course fees and honour their contractual obligations.

5.9 Extensions Policy

Students are required to complete their course within the timeframe set for their course. If you need additional time or wish to continue study beyond the end date of your course, an application for course extension must be made prior to your expiry date. MPGTC is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date. If an extension is not purchased, MPGTC reserves the right to withdraw the student without notice. Students are only eligible to purchase one extension, all other extension requests will be reviewed and approval will be made by the CEO or delegate. In order to purchase an extension, please contact us on 1800 451 224. Please note there is no deferment option available.

5.10 Traineeship Extensions

Any extension to your training contract must be coordinated between yourself, your employer, and the state training authority. An application form may be required depending on the requirements of your state or territory. Upon receiving notification of the change to your contract, we will issue you with a revised training plan and extend your enrolment end date.

Students who experience illness or injury during their traineeship can apply to temporarily suspend their obligations under the training contract for a period of up to 12 months. Your employer must agree to the application prior to the suspension taking effect, and once approved, ongoing employment arrangements should be determined.

For further details, contact your AASN (Australian Apprenticeship Support Network) as listed on your training contract, or email training@masterpainters.com.au

5.11 Payment Defaults

During enrolment, students can elect to pay for their course via a payment plan. To be eligible for a payment plan you must confirm a set of fixed weekly or fortnightly amounts and agree to pay off the course within the set timeframe. On MPGTC's approval, a signed enrolment form or application form submitted by you online is verification of consent to all terms and conditions associated with that loan or payment plan provided to you.

- If you default on a payment, commit any other material breach of these terms and conditions or an insolvency event arises, your assessment will not be marked until the account is paid to date. This may mean making payment of the full arrears as well as any third party fees.
- Students will also be unable to participate in assessment days, practical assessment or other related support until their account is paid to date.

- Course fees must be paid in full for your certificate to be issued.
- Student payments will be checked weekly during the Face-to-Face Training centre program. In the case that a student defaults on a payment, they will be excluded from all further sessions until their account is paid to date. It is your responsibility to make the scheduled payments; free catch up sessions will not be offered.
- If your account remains unpaid, access to resources via your online learning platform will cease until the payments are brought up to date. Course extensions will also not be granted to students who have not paid their account, paid all associated fees pursuant to the initial agreement and/or complied with any and all associated or material obligations.
- If a student has enrolled under an upfront payment plan and later defaults on the remainder of the fees, the student will immediately be transferred to a payment plan and irrevocably agrees to pay the additional costs upon demand. The payment plan incurs additional course fees compared to the upfront payment.

5.12 Credit Card Payments

If you have paid any part of your course fees via credit card, you are acknowledging that the card belongs to you or that you have express permission from the owner to use the card. If a third party, i.e. (family member, friend, or employer, will be paying for your course fees, please note that it is your responsibility to get permission from the card holder to add their name and credit card to your student account.

5.13 Debt Recovery

If for any reason a student has defaulted in their payment to MPGTC , then the remaining balance may be referred to either our solicitors or a debt collection agency for recovery proceedings. The student shall be liable for all costs associated with the recovery of their debt, including collection fees, commissions, and legal costs.

6. STUDENT/COURSE SUPPORT

By enrolling with us, you become a part of the Master Painters Group Training education team, one of Australia's leading registered training organisations in Painting and Decorating.

MPGTC is dedicated to supporting students throughout their theory and practical studies. During your course you will be able to access support via email, phone, and online. Dedicated Student Support Officers are available to help answer any questions you have. We will contact you via text, email and phone if you fall behind your nominated study plan. However, it is your responsibility to contact if you require support or assistance. It is also important to ensure you stay in contact with us, so we can support you through your journey in the Painting and Decorating Industry. Training assistance calls are available at your request, and can be arranged to suit your needs, please contact the Training Department at to schedule a suitable time.

6.1 Your Student Support Team/Officers

We have a dedicated team to assist you with your learning needs. Our Student Support Officers (SSOs) provide assistance around accessing MPGTC's learning platform along with maintaining regular contact with you. Their job is to help you through the course and to graduate. MPGTC will send you assessment reminders and communicate with you regularly to ensure your progression through your course, if you need assistance or are concerned with an upcoming deadline make sure you contact us.

6.2 Your Specialists, Trainers and Assessors

Our training is conducted by individuals who have vocational competencies, current industry skills and knowledge and have training and assessment credentials relevant to your course. We have a specialised group of people that can assist you in your studies. They have extensive experience in industry and are able to assist you with your learning needs. We offer one-on-one coaching sessions via phone or Skype to support you. We will advise you as soon as practicable if there are any changes to our agreed services or third party providers. We are here for you!

6.3 Your Support Plan

We have a plan to stay in contact with you. Why? Because we care, and we want to make sure you succeed. The purpose of your support plan is to ensure that you are progressing through your course. You will receive a welcome email from our SSOs as soon as your enrolment has been processed. This email contains the details for

online learning as well as how you can access specialist student support. If you don't receive this welcome email, we may have incorrect details for you so please contact us via phone or email.

6.4 Your Study Plan

MPGTC's online learning will show you how you are tracking through your course. This can assist you in allocating study period in a manageable timeframe for the course or units that you're studying. This allows you to plan, and manage your course for completion within the allocated timeframe.

6.5 Traineeship Students Training Plan

If you are completing a course which is funded, a training plan will be put in place to assist you with progressing through your course, we will prepare a training plan with you and your employer to use as a guide to how long it will take to complete each unit. This allows you to plan, manage, and prepare for your on and off-the job training and for completion within the allocated timeframe of your traineeship.

6.6 Your Learning Platform

You are provided with access to the theory component of your course through our industry state of the art Learning Management System (LMS) online learning. You are provided with a unique login so your work is protected and only accessed by you.

Online learning is a centralised learning environment where all course materials and assessments are online and all assessment items are completed and stored within the LMS. Through advanced tracking and reporting functionalities can better monitor your progress and as such determine areas of success and areas where you require assistance. The best part about MPGTC's online learning is the interactive learning resources, which makes doing your course even more fun!

6.7 Access and Equity Policy

MPGTC's access and equity policy ensures that there is equitable access to all available programs on scope. In no instance will there be discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability, be it physical or intellectual.

6.8 Intellectual Property

During your course you may print copies of your assessments and learning materials to assist you with your studies and building your skills and knowledge. Students are reminded that all assessment products are Intellectual Property of the MPGTC RTO and as such are not authorised to on-sell or commercialise any product. Legal action will be taken if a student or any other person is deemed to have breached this requirement.

7. STUDENT RIGHTS AND OBLIGATIONS

As a student enrolled with MPGTC, it is important that you be aware of the services and support available to you during your studies. All students have the following rights and obligations while enrolled:

7.1 Student Rights

- Fair and equitable treatment at all times, including access to all programs available on scope (subject to the relevant entry and LLN requirements)
- Access to the required support, training, and assessment in order to successfully complete the training, regardless of location or mode of practical delivery
- Access to any records held by us, including personal details, course progress, and payment information
- To obtain a refund for services not provided by MPGTC or if the course is terminated early.

7.2 Student Obligations

- Advise us as soon as you become aware of any issues which may affect your study, including LLN needs.
- Abide by the terms and conditions outlined in this document and the code of conduct policy in all dealings with MPGTC.
- Meet your assessment obligations, especially in relation to the entry requirements; where this is not possible, you must advise MPGTC as soon as possible.
- Keep your contact information up to date by advising us as soon as possible about changes
- Make your course payments by the agreed due dates. Further information on fees is outlined later in this document.
- To settle debts incurred under VET FEE-HELP
- To provide any materials and equipment that is required to complete training and meet any requirements required by MPGTC to successfully complete the course

- Ensure that the work you submit is your own; any discovery of plagiarism will be dealt with as outlined in the policies and additional information. Plagiarism Policy

Plagiarism means the inclusion of another person's work whilst representing it as your own or the act of copying and using another person's expressions or ideas without due acknowledgement. Intentional plagiarism involves the deliberate act of presenting someone else's work and ideas as if you had written them yourself. Unintentional plagiarism arises due to student confusion over how and when to reference another author. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged or referenced. These are:

- Failing to adequately reference the work of others or sources of information
- Copying part or all of another person's work
- Submitting work that in part or in its entirety has been copied from written material or electronic material including the Internet
- Paying a third party to complete your work on your behalf

Plagiarism is not acceptable. If plagiarism is suspected, it will be determined whether the case warrants more than a warning. If so, the student will be informed in writing of the nature of the complaint and informed of the code of conduct and actions to be taken. The student will be given the opportunity to respond to the allegations in writing.

7.3 Code of Conduct

The Policy is designed to represent the expectations of MPGTC and clearly establish behaviour guidelines, investigative procedures, and consequences for inappropriate behaviour. The Student Code of Conduct is designed to uphold the dignity of all staff, all students, and all persons associated with.

The Student Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Student Code of Conduct is to outline for students and staff their rights to work and study in a positive, secure, and orderly environment and show care, courtesy, and respect for the rights of others at all times.

7.4 Behaviour

Acceptable behaviour:

- Being courteous, respectful, and well-mannered at all times
- Making responsible and thoughtful choices

- Being truthful, fair, caring, and considerate through actions and behaviours at all times
- Being professional in all dealings with staff and other students
- Participating actively and positively in learning at all times
- Respecting the rights of others to learn in a non-threatening environment
- Completing all assigned assessment tasks to the best of their ability
- Being on time for sessions

Unacceptable behaviour:

- Swearing
- Plagiarism
- Fraud or any breach of the law
- Racial, religious, or sexual slurs towards staff or other students
- Threatening behaviour towards staff or other students
- Abuse
- Misuse of equipment
- Actions that lead to putting yourself, staff, or other students at risk

If a student is in breach of the code of conduct, it will be investigated and they will be asked to give a written response to these allegations. If it is found that a student has breached the code of conduct, that student may be given a warning and, depending on the severity of the breach, may be terminated from the course without notice and will receive no refund of fees. The CEO will make the final decision on any actions resulting in termination.

8. MPGTC RIGHTS AND OBLIGATIONS

8.1 MPGTC Obligation

- Not to tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability (physical or intellectual)
- To inform you, the student, of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds
- On payment of all course fees, to provide support, training, and assessment services in the chosen training program in compliance with the RTO Standards 2015 and as summarised in the enrolment documentation that you will receive. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training
- To inform you if any part of the agreed services, including training and assessment, are to be delivered by a third party or on behalf of another RTO
- To inform you if a third party is enrolling students on our behalf
- To issue you with AQF certification documentation upon request and at the end of your enrolment, whether completed or terminated, providing that you

have met the requirements of the qualification or unit/s of competency and all agreed fees have been paid

- To abide by our published policies and the information contained in this handbook.
- To provide you with information on the implications of government funding entitlements and subsidy arrangements for any future qualifications you may wish to undertake. For more information on the requirements in each state/territory, please see the following links:
 - [Australian Capital Territory](#)
 - [New South Wales](#)
 - [Northern Territory](#)
 - [Queensland](#)
 - [South Australia](#)
 - [Tasmania](#)
 - [Victoria](#)
 - [Western Australia](#)

8.2 MPGTC Default

If for any reason MPGTC or any of its agents cancel or delay your course, you will first be offered a transfer to another course in order to continue your study. If a transfer is not available, or no suitable options can be agreed upon, a full refund will be given. Please note that this condition does not apply if you have elected to delay the commencement of your course.

A student may be eligible for a pro-rata refund where they have commenced their course and MPGTC or any of its agents cancel, postpone, or delay the course or sessions. This pro-rata refund is dependent on the number of units that the student has accessed and how long they have been enrolled. Students may also have the option to be transferred to another course or be placed into an equivalent course, with suitable location, mode of delivery and receive the full services at no additional cost. The student will be paid a refund of any prepaid fees above \$1,500 if no equivalent course can be found.

If you have elected to pay your course fees by payment plan, the same pro-rata refund will apply. However, students who have not paid the minimum balance will be liable for the remaining fees.

8.3 MPGTC Reserves the Rights

- To cancel an enrolment without notice if, by the enrolment end date, a student has not achieved all course requirements. If some units within the qualification have been completed, a statement of attainment will be issued reflecting the competencies awarded providing that all agreed fees have been paid. No refunds will apply in this instance

- To cancel an enrolment for reasons outlined in the Code of Conduct, student plagiarism, and fee requirement policies
- To collect fees as per the agreed terms and conditions supplied upon enrolment and in accordance with the policies outlined in this document

8.4 Withdrawal Policy

If for any reason you decide to cancel your enrolment, you must do so by giving written notice of termination to us at the contact details below. MPGTC will acknowledge receipt of the request within one business day, and you will receive a response from the relevant department within ten business days. Please note, any requests that are outside of policy may require further investigation.

Once your withdrawal is confirmed, you will receive a Statement of Attainment for any completed units. This will arrive within 21 days providing that all fees have been paid in full.

Withdrawal/Cancellation Contact details: Please send your request for withdrawal from your course to training@masterpainters.com.au

8.5 Consent To Image Release

MPGTC may at times take photographs, record videos, and develop various marketing campaigns for use in promotional activities. These images and records remain the property of MPGTC and will not be sold to any third party.

By enrolling in a course with MPGTC, you are agreeing to allow MPGTC to use and make reference to any images and recordings in which you have participated. This may include but is not limited to photographs, video recordings, voice recordings, and text extracts.

8.6 Privacy Policy

MPGTC ensures your USI and all your course documents, under our control, stored in LMS is secure. Our Privacy Policy sets out how we protect the privacy of personal information that is collected through our website (www.masterpainters.com.au), from industry partners, contractors to the MPGTC, or directly from you. We are committed to ensuring that your privacy is protected. Please read this Privacy Policy carefully.

9. COMPLAINTS AND APPEALS PROCEDURE

MPGTC, including MPGTC's third party providers, aims to provide quality service at all levels of its operation and is committed to providing an effective, efficient, timely, fair, and confidential complaints handling procedure for all students. The complaints procedure is applicable to our trainers, assessors/staff, third party providing our services and students. It is MPGTC's intention that all complaints be taken seriously and used as a mechanism to eliminate reoccurrence with corrective action and for continuous quality improvement. Complaints will be dealt with in a professional and timely manner by ensuring the principals of natural justice and procedural fairness are adopted and the student will be kept up to date throughout the process. All complaints and appeal requests will be acknowledged in writing and finalised as soon as practicable. If after being advised of a decision the student is not satisfied with the outcome, they have the right to appeal that decision as described below.

The following principles, which MPGTC adheres to, apply to all stages of this complaints procedure:

- The student and any involved parties will have the opportunity to present their case at each stage of the procedure.
- The student and any involved parties have the option of being accompanied/assisted by a third person, such as a family member, friend, or counsellor, if they wish.
- No parties involved will be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. If requested, a full written explanation outlining decisions and actions taken as part of this procedure can be provided to all parties.
- Records of all complaints appeals and outcomes will be securely kept for a period of five years. These records will be kept strictly confidential and stored electronically. Access to these records may be requested by emailing the Quality Officer at training@masterpainters.com.au
- A student shall have access to the internal stages of this grievance procedure at no cost.
- Costs for mediation will be shared equally by MPGTC and the student.
- Students are entitled to make a complaint about any parties involved in the delivery of their course. This includes the conduct of:
 - Our trainers, assessors, or other staff
 - A third party providing services on 's behalf or on behalf of its trainers, assessors, or other staff
 - A fellow learner of MPGTC

9.1 Grievance Procedures

- Students are entitled to access the grievance procedures regardless of the location of the Training centre at which the grievance has arisen, the student's place of residence, or their mode of study
- This policy does not replace or modify policies or any other responsibilities that may arise under other policies, statutes, or any other law. Also, the dispute resolution procedures outlined in this document do not circumscribe an individual's rights to pursue other legal remedies
- If a student chooses to access this policy and procedure, will maintain the student's enrolment whilst the grievance and appeals process is underway

9.2 Making A Complaint

In the first instance, it is best to try and resolve any issues with our Student Support team (training@masterpainters.com.au) as this will ensure the quickest response. This is preferable where the complaint is relatively minor. If the complaint cannot be resolved with our Student Support team, then you should submit it in writing to the CEO at P.O. Box 4122 Strathfield south NSW 2136 or email to reception@masterpainters.com.au. The complaint will be investigated objectively, and you will be advised of the decision or outcome within ten business days. You will be advised in writing, with reasons given, if we consider that more than 60 calendar days are required to resolve. You will also be updated on the progress.

9.3 Making An Appeal

If you are not satisfied with the response to your complaint or any decision made in regard to your studies, you may lodge an appeal in writing to the Directors of MPGTC via reception@masterpainters.com.au alternatively mail to the attention of the President, P.O. Box 4112 Strathfield South NSW 2136. All necessary consultations will be held, and MPGTC will make a determination of the appeal. You will be advised in writing of the outcome of your appeal, including the reasons for the decision, within ten business days.

9.4 Mediation

If you are not satisfied with the outcome of your appeal, then an independent mediator will be sourced through Intermediate Dispute Management. You may request that your grievance be referred to the independent mediator by writing to the CEO P.O. Box 4112 Strathfield South NSW 2136. Costs of such mediation will be shared equally by MPGTC and the student.

MPGTC agrees to be bound by the recommendations arising from the external review of the complaint, and the CEO will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

9.5 Decision and Assessment Appeals

All appeals relating to a decision and assessment must be lodged with your specialist SSO within 21 days of you being notified of the assessment result. We will confirm the receipt of your appeal in writing. The assessment will be reviewed in order to confirm whether it was a fair decision and whether the evidence presented is current, authentic, valid, and sufficient. MPGTC will contact you within ten business days to advise of the outcome.

10. ACKNOWLEDGEMENT

When you have finished reading this Student Handbook, please complete below and sign where indicated.

Name: _____

Contact phone number: _____

Employer: _____

I have read and understood the Master Painters Student Handbook provided to me, and I have completed and returned the enrolment form relevant to my training.

YES

NO

Signature: _____

Date: _____

Contact Details:

If you have any questions during your time studying with us, please do not hesitate to contact our Student Support team. They are available from 9am until 5pm Monday to Friday.

Phone: 1800 451 224

Email: training@masterpainters.com.au