

# Learner Handbook

LEARNING & DEVELOPMENT

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Version 2.0.0

# Acknowledgements

*Mental Health Coordinating Council acknowledges the Traditional Custodians of the lands on which we live, learn and work.*

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Dear Learner,

Mental Health Coordinating Council (MHCC) is pleased to be supporting workers in the community mental health sector to gain recognition of skills and experience through training and workplace assessment.

This flexible learning model seeks to achieve effective delivery and assessment for mental health workers. The skills you bring to your role are formally recognised and further developed as required.

The competencies you will achieve are nationally recognised. They can open future pathways for workforce entry as community and mental health workers, as well as opportunities to complete further and higher level nationally recognised qualifications, to enhance your prospects of working within the mental health community sector.

Congratulations on starting the process of gaining recognition for your skills.

A handwritten signature in blue ink that reads 'E. Tadros'. The signature is written in a cursive style with a horizontal line above the first few letters.

*Dr Evelyne Tadros*  
**Chief Executive Officer**  
**Mental Health Coordinating Council**

# Introduction

This Learner Handbook is an information guide only and not part of the assessment process. This Handbook is designed to provide learners with information about MHCC's courses, services and our approach to providing you a safe, fair, and supported environment to participate in training and assessment.

This Handbook does not provide you with specific information about a course offered by MHCC. This information can be found on our website: <https://mhcc.org.au/training/courses/?search&course-type=nrt>

Throughout this Handbook we refer to anyone completing our courses as 'learners' or 'students'.

## About Us

Mental Health Coordinating Council (MHCC) is the peak body for the community mental health sector in New South Wales (NSW). MHCC's membership includes both mental health specific and generalist community organisations and other bodies interested in mental health.

As the peak body for NSW, MHCC aims to provide leadership and an independent public voice on mental health issues. MHCC facilitates effective linkages between the government, non-government and private sectors acting as the liaison body representing the view of our membership.

Based in Lilyfield, MHCC is directly funded by the NSW Health Department. It also receives project grants from other sources as well as raising revenue from membership fees and other activities.

You can find out more about MHCC at our website: <https://mhcc.org.au/>

As part of our key objectives, MHCC is a Registered Training Organisation (RTO 91296) that provides innovative, best practice training that is engaging and transformational in nature to meet the needs of and develop the community managed mental health sector across NSW.

MHCC is committed to delivering high-standard, innovative training that is recognised for its quality and industry relevance through a team of qualified and dedicated Trainers. MHCC prides itself on its compliance with the Australian Skills Quality Authority's (ASQA) Standards for Registered Training Organisations 2015.

## Our Contact Details

If you require further details, please contact the MHCC Learning and Development (LD) team:

**Address:** Ground Floor Building 125, Corner Church and Glover St, Lilyfield NSW 2040

**Phone:** (02) 9060 9630

**Email:** [training@mhcc.org.au](mailto:training@mhcc.org.au)

## Emergency Phone Numbers

Police, Fire, Ambulance: 000

Mental Health Line: 1800 011 511

Lifeline: 13 11 14

You can find a full list of emergency contacts on our website:

<https://mhcc.org.au/emergency-contact/>

## Our Services

As an RTO, we can deliver and assess the following qualifications from the Community Services and Health Training Package:

- CHC43515 Certificate IV in Mental Health Peer Work
- CHC43315 Certificate IV in Mental Health
- Individual Units of Competency:
  - o BSBLDR602 Provide leadership across the organisation
  - o CHCADV005 Provide systems advocacy services
  - o CHCPRP001 Develop and maintain networks and collaborative partnerships
  - o TAEDDEL414 Mentor in the workplace

The competencies offered by MHCC are nationally recognised within the Australian Qualifications Framework (AQF). Any Statement of Attainment or qualifications received will be recognised by other RTOs throughout Australia. MHCC also recognises certified AQF qualifications and/or Statements of Attainment issued by any other RTOs in Australia.

## Our Mission

MHCC's mission is to deliver high-standard, innovative training that is recognised for its quality and industry relevance.

## Our Objectives

In recognition of this mission, our objectives are:

**People.** We strive to attract, recruit and retain talented, competent, passionate and committed trainers. We promote excellent performance through leadership and professional development.

**Accessibility, equity and diversity.** We are committed to providing an environment which is accessible to and for a range of learners and offer training that directly caters and supports the diversity of learner needs.

**Safety and equality.** We are committed to providing an environment which is safe, and which promotes a confident and productive training and assessment environment.

**Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

**Quality.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.

**Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning and development. We respect our learners and strive to attract and support them time after time through high-quality training and assessment experiences.

**Industry Engagement and Relevance.** We recognise the value of genuine and ongoing industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on real industry needs and expectations.

**Capacity and Impact.** We are committed to supporting the community mental health sector in the ongoing skills development of its workforce, promotion of quality improvement practices, and opportunities to leverage skills, capabilities and resources.

## **Our Trainers**

Our Trainers and Assessors are qualified, dedicated professionals who have current industry experience and qualifications in mental health. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience. Our Trainers' delivery style is practical, real-world and responsive to learners.

At MHCC, we deliver a nationally accredited qualification via training face-to-face and online. All face-to-face locations are in close proximity to public transport and/or have on site or easily accessible parking available.

When you study with MHCC, your allocated Trainer and Assessor will always be there to assist you throughout your course alongside the Student Support Team.

You can directly contact your Trainer and Assessor for advice which means you get the support you need when you need it.

# Contacts

## General course and enrolment enquiries

For all questions regarding when courses are starting, what they cover and how you apply, please contact MHCC LD:

Email: [training@mhcc.org.au](mailto:training@mhcc.org.au)

Phone: 02 9060 9630

It is the responsibility of learners to inform MHCC if any personal details change from the information provided on the enrolment form. Please contact student support team to update your information.

If you have any questions regarding your enrolment, completion plans, assessments, student support needs or if you would like to access your records, please contact student support team:

Email: [training@mhcc.org.au](mailto:training@mhcc.org.au)

Phone: 02 9060 9630

## Essential learner checklist

To ensure you understand the requirements of the course you are undertaking we have provided a checklist to assist you in the process of becoming a learner with MHCC.

Once you have read this handbook, please go through the checklist before applying:

<input type="checkbox"/>	I am 18 years and over or have approval from MHCC to apply
<input type="checkbox"/>	I have read the section on <b>Costs, Refunds and Timelines</b> , have checked the current qualification price on the website and understand the financial commitment involved
<input type="checkbox"/>	I have read the <b>Course Pathway Delivery Structure</b> section and understand the attendance requirements of the qualification
<input type="checkbox"/>	I have read the <b>Assessment Requirements</b> section and understand the assessment commitments of the course
<input type="checkbox"/>	If I may need student support whilst completing this course, I have explained the type of support in the Enrolment Form
<input type="checkbox"/>	I am aware that when I enrol into my course, I can access information and resources online (see <b>Online Student Portal</b> )
<input type="checkbox"/>	I am aware of who to contact within MHCC if I need assistance (see <b>Contacts</b> page)
<i>Certificate IV qualification specific questions:</i>	
<input type="checkbox"/>	I have a suitable workplace to collect evidence and conduct workplace projects as part of the assessment process
<input type="checkbox"/>	I am aware that workplace evidence is used for assessments, and I am able to collect evidence from and complete projects in the workplace

### The following items are optional:

<input type="checkbox"/>	I am applying for Full or Partial Recognition of Prior Learning (RPL)
<input type="checkbox"/>	If you select yes to wanting to apply for RPL read the section on <b>Pathways to Completing the Qualification</b> and also contact MHCC for further information

<input type="checkbox"/>	<p>I am requesting Credit Transfer</p> <p>If you answer <b>Yes</b> to this question you must select <b>Yes to section 2e)</b> on the enrolment form. You must also submit certified copies of any relevant certificates and transcripts.</p>
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## Costs, refunds and timelines

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from MHCC. MHCC may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of MHCC's schedule of fees and charges.

Please check MHCC's website for current qualification fees:

<https://mhcc.org.au/training/funding/>

For a full fee schedule, please email [training@mhcc.org.au](mailto:training@mhcc.org.au)

MHCC reserves the right to change its fees and conditions in accordance with the Changes to Terms and Conditions policy.

Changes of tuition fees will not apply to learners who have paid and or have already commenced their course. If a learner believes that these changes are unreasonable, they have the right to access MHCC's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

MHCC accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to MHCC)

Beyond qualification fees, there are no additional costs for learners if they successfully complete all requirements within the set timeframes.

<b>Payment terms - Fee for Service</b>	
Courses that cost up to \$1000	Full amount due prior to start date
Courses costing over \$1000	\$1000 due before start date Remainder is due at the mid-point of training
<b>Recognition of Prior Learning (RPL)</b>	
RPL Pathway from \$2,880	Full cost provided to learner depending on selected course
Partial Recognition/Blended Pathway from \$2,550	Full cost provided to learner depending on selected course and units selected and assessed for RPL
<b>Refund amounts and timelines</b>	
The refund amount will vary according to the number of training days attended	For a full refund to be considered, notice of withdrawal must be received in writing to the LD Manager within 2 weeks from the qualification start date
<b>Refund details</b>	
All fee-paying learners are given the opportunity to transfer to another qualification date on 1 occasion, pending availability, and MHCC needs to be notified in writing 7 days before the qualification starts.	
<b>Qualification refunds</b>	
Depending on the circumstances, refunds may be available for withdrawal 2 weeks before the qualification start date. All withdrawals must be in writing to <a href="mailto:training@mhcc.org.au">training@mhcc.org.au</a> .	
After that point payments for training and assessment will only be refunded in exceptional circumstances. Learners in exceptional circumstances can make	

application for special consideration to the LD Manager.  
MHCC enrolment fees are non-refundable in all circumstances where an enrolment fee applies.

In the case of learner suspension or expulsion there will be no refund of fees. Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner.

MHCC refunds are not transferable to another person.

No refunds will be made for classes missed due to other obligations that fall outside the normal schedule of classes.

### Substitutions and Transfers

Requests for substitutions are to be made in writing to [training@mhcc.org.au](mailto:training@mhcc.org.au) and can be made at any time up to 2 working days before the program commencement date.

Requests for transfers to alternate programs can be arranged if MHCC is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program.

### Assessment and re-assessment details

Assessment costs are included in the qualification fees. An additional assessment cost only applies if a learner is **“Withdrawn”** from a course or if their assessment task has been marked **“Not Yet Competent”** after two resubmissions, and they wish to redo the assessment.

- If after the third attempt the learner does not pass, they will be marked as “Not Yet Competent”.
- If a learner receives the mark of “Not Yet Competent”, you will need to re-enroll in the unit and attempt the assessment again. This will incur additional fees.

The learner’s eligibility to continue with the course will be assessed by the trainer and the learning and development manager.

Before submitting assessments, the learner must:

- keep a copy of completed assessment tasks before sending them in.
- ensure they only send in fully completed assessments, including signatures, dates, and supervisor’s report, where applicable. Incomplete assessments will not be forwarded to the assessor.

Re-enrolling into an assessment if “Withdrawn” or marked “Not Yet Competent” after the third attempt	<b>MHCC Member Fees</b> \$150	<b>Non-Member Fees</b> \$200
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### Certificate details

Certificates for qualifications or Statement of Attainments are included in the qualification fees unless a replacement is required. Certificates are only issued after all requirements are met and all fees have been paid.

Requests for replacement certificates or Statements of Attainment must be in writing and addressed to the learning and development manager. Written requests must have:

- Your full details including name, address, contact details and driver’s licence number
- The title of the qualification or units of competency achieved

The provision of the first replacement certificate is without cost, however additional replacements will attract a fee of \$50. All decisions regarding replacement certificates reside with the LD Manager.

<b>Certificate replacements</b>	
Replacement of Certificate or Statement of Attainment	\$50

### **Statutory cooling off period**

The Standards for Registered Training Organisations require MHCC to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that MHCC do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

### **Our guarantee to clients**

If MHCC cancels or ceases to provide training, MHCC must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

### **Changes to terms and conditions**

MHCC reserves the right to amend the terms and conditions of the learner’s enrolment at any time. If changes are made that effect the learner’s enrolment the learner will be informed 28 days prior to changes taking effect. Learners are provided this advance notice to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

### **Protection under Australian Consumer Law**

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

### **Accessing your records**

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,

- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by MHCC, you are welcome to have access anytime just email [training@mhcc.org.au](mailto:training@mhcc.org.au) and access it will be organised immediately.

Learner records are kept on file for a period of three (3) years before safe and secure deletion of learner records.

Issued Certificates and Statement of Attainments are kept by MHCC for a period of 30 years.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access by emailing [training@mhcc.org.au](mailto:training@mhcc.org.au). Access to requested records during a workday will be arranged as soon as possible and definitely as much as possible within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, MHCC reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from MHCC. To obtain this you must email [training@mhcc.org.au](mailto:training@mhcc.org.au). The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to MHCC beforehand and the person must provide photo ID to validate their identity.

# Deferral, Withdrawal or Cancellation from qualification

## Deferrals

If for any reason you wish to defer your enrolment in training and assessment, you must contact student support team and submit a deferral application form. The form is available upon request. Please contact the LD Team Leader if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

Deferral is a postponement of a course for a short period of time totalling no more than 12 months. A deferral can only be granted under compassionate, medical or compelling circumstances and supporting documentary evidence must be supplied with this form.

Compassionate or compelling circumstances are generally those beyond the control of the learner and which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the learner was unable to resume studies for a given period of time.
- b) Bereavement of close family members such as parents or grandparents,
- c) Major political upheaval or natural disaster that has impacted the learner's studies.
- d) A traumatic experience which includes:
  - i. involvement in or witnessing of a serious accident, or
  - ii. witnessing or being the victim of a serious crimeWhen this has impacted on the learner these cases should be supported by police or psychologists' reports.
- e) A letter from workplace Supervisor/Manager stating work related stress or load, where the student was unable to resume studies for a given period.

## Learner deferral policy statement

Deferral of enrolment may be initiated by a learner or by MHCC. Deferral decisions will be made in accordance with MHCC Learner Deferral Policy and Procedures and with the Smart and Skilled operating guidelines. An excerpt from MHCC policy and procedures is summarised below:

## Deferral procedures

### Learner initiated deferral

- 1) Learners wishing to defer their enrolment must contact student support team and submit the completed form to defer from a course. The form is available upon request.
- 2) Supporting documents verifying the compassionate and compelling circumstances must be provided together with this application.
- 3) Learner must meet one of the compassionate and compelling reasons listed in the Definitions of this Policy and Procedures.
- 4) Once an application is received, MHCC will:
  - a) Acknowledge the application.
  - b) Assess the application and make a decision within seven (7) working days.

- c) Where an application is successful MHCC will notify the student of the outcome in writing and update enrolment information in the Student Management System.
- d) Where an application is unsuccessful, MHCC will notify the student of the outcome in writing and inform them of the reason for the decision as well as their right to access MHCC complaints and appeal process within 20 working days of the decision.
- 5) A decision to defer learner's enrolment will be recorded in Student Management System and learner's file.
- 6) The maximum deferral or deferrals period is no more than twelve (12) months in total from the date of receipt of notice from the enrolled learner. Extensions beyond this will not be granted.
- 7) MHCC will send reminder to learners 30 days prior to deferral end date.

### **MHCC initiated deferral**

- 8) MHCC may defer the commencement of a course when a course is not offered.
- 9) MHCC may defer a learner's enrolment for:
  - a) Misconduct- where behaviour of a student:
    - i. Has been in serious breach of an institute rule
    - ii. Is in breach of enrolment conditions
    - iii. Is considered to provide a threat to the wellbeing of other students or staff
  - b) Non-payment of student fees; or
  - c) Non-commencement or non-reenrolment in a compulsory study period.
- 10) If the affected learner elects to access MHCC's internal appeal process, MHCC will maintain the learner's enrolment until the internal appeal process is completed.
- 11) If there is clear evidence that the affected learner's health or wellbeing, or the wellbeing of others, is likely to be at risk unless the deferral is initiated immediately, MHCC will cancel or defer the learner's enrolment prior to the internal appeal process being completed.
- 12) If a learner does not commence a course or does not re-enrol in a compulsory study period (without prior approval) the learner will be deemed to have notified cessation of studies and the relevant enrolment will be cancelled without further notice.
- 13) MHCC will report learner training activity data within 31 days of learner leaving MHCC to relevant governing body.

A learner who wishes to recommence training after discontinuing an Approved Qualification will be treated as a new student.

### **Withdrawals**

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the LD Team Leader if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued Statement of Attainment for units assessed as

competent within 28 days of notice of discontinuation

- Your Training Plan will be updated, and you will be given a copy
- You will be given the results of any assessments

Learners who have been withdrawn from all units will be automatically withdrawn from the qualification. Re-enrolment is only possible if the course is still running or if a new qualification is set to run. The relevant qualification fees apply.

Discretion may be exercised by the LD Manager and CEO in all situations if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The LD Manager and CEO may also authorise a refund of tuition fees if the circumstances require it.

### **Learners who are not contactable or not responding**

Where a learner is not contactable or fails to respond to requests by MHCC, the learner's enrolment may be terminated in absentia. This action may only be taken where the MHCC has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the learner management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.
- Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the LD Manager if the learner makes contact.

## **Learner cancellations**

Learners who cancel their enrolment part way through a training program must notify MHCC in writing via email or letter at the soonest opportunity.

Learners who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by MHCC is required to cover the costs of staff and resources which will have already been committed based on the learners' initial intention to undertake the training.

Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

## **Training cancellations**

MHCC training events will proceed only if sufficient numbers are enrolled to make the course financially viable. We make every attempt to ensure that courses run. However, MHCC reserves the right to alter any arrangements, including training cancellations if required. We will notify you of any cancellations and changes as soon as possible, usually this will be 7 days prior to the course date. MHCC will refund any fees paid where a qualification is cancelled before it commences within 2 weeks of the day in which the course ceased being provided. Alternatively, enrolment may be offered in a different MHCC course if available. MHCC is not responsible for travel-related costs that may be incurred as a result of cancellations. Where a qualification is terminated or MHCC is not able to provide the full service offered when you enrolled, MHCC will repay the relevant fees associated with the services not provided.

## **Changes to agreed services**

If at any time MHCC makes changes to agreed services, such as in the case of MHCC changing ownership or entering a 3rd party arrangement, you will be informed as soon as practicable. This includes providing you with clear and timely information if there will be changes to your training.

# Scholarships, Smart & Skilled funding, fully funded courses & NDIS supported learners

## Scholarships

You may be eligible for a funded scholarship place in the CHC43515 Certificate IV in Mental Health Peer Work.

The purpose of the scholarship is to gain a formal qualification for those who are currently employed or looking to gain employment in relevant roles that provide direct peer support services to consumers and carers.

If you are currently employed as a peer worker and living or working in NSW, you may be eligible for a funded scholarship place in one of our standard 12-month Mental Health Peer Work courses.

These scholarship places are funded by the Mental Health Commission of NSW and the Commonwealth Department of Health and Aged Care and aim to develop the peer workforce to meet the evolving needs of the mental health sector.

See here for more information: <https://mhcc.org.au/training/funding/>

## Smart & Skilled funding

MHCC provides subsidised training places through the NSW Government's Smart and Skilled program funded by the Department of Education through Training Services NSW.

Depending on your previous qualifications and experience, you may qualify for subsidised fees or fee exemptions for:

- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health Peer Work.

[Smart and Skilled](#) is a NSW Government program that offers subsidised training for courses on the NSW Skills List, which identifies industry areas that need more qualified workers. It is offered through the NSW Vocational Education and Training (VET) system to help people find a job and advance their careers. For information on eligibility and conditions for Smart and Skilled training [go here](#).

The training is open to people already working as a peer support worker (consumer or carer), or those with a lived experience wanting to move into peer work. You will be required to complete a 120-hour peer work placement. Your work placement can be either paid or voluntary peer work.

If you are considering applying for a qualification through the Smart and Skilled program, **please obtain a copy of Smart and Skilled Learner Handbook from MHCC administration team.**

For more information, please read Smart and Skilled Fee Administration policy: <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

## **Traineeships**

New Entrant Traineeships are available for some qualifications to eligible learners. An application for a traineeship can be made by a learner's organisation through an apprenticeship centre. Conditions apply.

To inquire about a traineeship or apprenticeship contact Apprenticeship Support Australia:

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

Phone: 1300 363 831

Email [info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)

If you have been granted a traineeship, then you need to tick the box on your enrolment form.

## **National Disability Insurance Scheme (NDIS)**

The NDIS will fund specific support to NDIS clients that enables learners to engage in higher education or VET courses which are related to the learner's disability.

This includes:

- Personal care on campus related to the learner's disability such as assistance with eating or self-care;
- Assistance with transport to and from campus required because of the learner's disability;
- Aid and equipment that is transportable such as a wheelchair, personal communication device or a hearing aid;
- Specialised or intensive support to transition into higher education and VET, or transition once the learner finishes studying.

NDIS will not fund any course fees or education materials associated with education and training that is not for the purpose of developing industry skills e.g. Nationally Recognised Training (NRT) qualifications or skill sets are eligible.

Please refer to the following website for further information:

<https://www.ndis.gov.au/>

# Unique Student Identifier

From January 1, 2015, all students enrolling in nationally recognised training require a Unique Student identifier (USI). Your USI links all your training records and results for studies completed from 1 January 2015 onwards and is available to you as of 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

Fact sheets available to download: [Learner Information for the USI](#)

It is free and easy to create your own USI and will only take a few minutes of your time. MHCC cannot issue your certificates or qualifications without your USI, so during the enrolment process, we will inform you how to set this up and can assist if you need help. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Link to creating a USI:

<https://www.usi.gov.au/students/create-usi>

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. If you have a genuine personal objection to being assigned a student identifier or meet specific criteria, you may be able to receive an exemption.

Further information about USI Exemptions and how to apply can be found here:

<https://www.usi.gov.au/exemptions>

If you wish to apply for an exemption contact:

[https://www.usi.gov.au/contact/privacy\\_query](https://www.usi.gov.au/contact/privacy_query)

Email [usi@education.gov.au](mailto:usi@education.gov.au)

Phone 13 38 73

MHCC must be notified if an USI exemption has been received. Learners with USI exemptions will not be able to access their training results through the Commonwealth and their results will not appear on any authenticated VET transcript prepared by the Registrar.

# Training Plans

## What is a training plan?

The training plan will outline details of the RTO that will deliver the training, learner details and their work contact (for Certificate IV qualifications where work placement is part of the training requirements), units to be completed including CT/RPL, unit start date, and assessment due date which is also the end date for the associated unit(s). Treat the training plan as a working document. It should be flexible enough to meet all your needs. Remember that you can speak to your trainer or MHCC student support team about this at any stage during the training.

## What is the purpose of a training plan?

The training plan provides detailed information on training and assessment agreed by you, your employer (where applicable) and MHCC. This information ensures that all parties are making informed decisions about the services required and the respective obligations in the delivery of these services. It is an important document that you, your employer (where applicable) and MHCC must sign and provides a record of intent and progress during the learning process.

## Monitoring training progress

MHCC must monitor the progress of learners to make sure they are developing the skills and knowledge outlined in their training plan. This is done by:

- Discussing their progress
- Identifying any further support needed
- Adjusting plans for training and assessments as required (If they are having trouble achieving competence)
- Negotiating further opportunities for training and assessment

The details of the training plan should be monitored and amended where required. For example, changes to time frames or to the person responsible for training or assessment should be amended on the training plan.

## What is to be included in the training plan?

The training plan must specify the following:

- The competencies to be obtained
- The timeframe for achieving the competencies
- The training to be undertaken
- Mode of delivery
- Who is responsible for the delivery and/or assessment of each competency?
- Assessment details and arrangements
- A record of any recognised prior learning (RPL) for qualifications and cross credit hours granted prior to commencing the training. RPL involves the assessment of any existing relevant skills and/or qualifications. This crediting process can reduce the length or the duration of your training.
- The name of the qualification to be issued
- Any other specific requirements to be met in accordance with the particular training contract in question

**Who signs the training plan?**

MHCC, the learner/trainee and the employer (where applicable) sign the training plan as confirmation that they contributed to the development of the plan and are aware of their responsibility to ensure that it is implemented and monitored.

# Nationally Accredited Training

The Mental Health Coordinating Council is an established Registered Training Organisation (RTO) providing nationally accredited and endorsed training qualifications.

This means our qualifications are recognised by all Australian Universities, TAFE's and other private RTO's as well as being respected in the workforce across all Australian states and territories.

## About VET

The Australian vocational education and training (VET) system is recognised as among the most sophisticated in the world because it is:

- Industry led – employers and industry representatives define what outcome is required from training.
- National – the system is jointly managed by state, territory and Australian governments.
- Client focused – it is flexible and relevant and responsive to client needs.

VET qualifications are developed in consultation with the industry sectors and their associations – including the Australian HR Institute (AHRI) and the Australian Institute of Project Management (AIPM) – so you can be certain that the units are specially designed to deliver the skills that your industry needs.

Qualifications are regularly reviewed and updated to ensure they remain relevant to world class best practice models and incorporate the latest thinking from around the world and, of course in Australian workplaces.

## Australian Skills Quality Authority (ASQA)

The recognition required to achieve the Registered Training Organisation status is given by the federal government authority, ASQA, through a rigorous business registration and audit process. This enables us as an RTO to offer nationally recognised and accredited courses. ASQA works with various industry stakeholders to ensure the standards for registration reflect what is needed by industries and current and prospective students.

***The Australian Skills Quality Authority promotes quality training so that students, employers, and industry have confidence in Australia's training sector. – ASQA***

## **Australian Quality Framework (AQF)**

As a registered training organisation MHCC agrees to operate within the principles and standards of the Australian Quality Framework (AQF).

This includes a commitment to:

- Deliver the highest quality Vocational training & assessment as outlined in the Australian Quality Framework training and assessment standards
- Provide the highest quality service to all our customers and stakeholders with an ongoing commitment to continuous improvement
- Recognise the training qualifications issued by other Registered Training Organisations
- Meet all legislative requirements of State and Federal Governments
- Ensure students, staff, clients and all others with whom the College deals are treated fairly with regard to access and equity
- Participate in external monitoring, review and audit by relevant government authorities
- Sound financial and administrative management
- Engage in honest and open marketing and advertising

### **To learn more:**

The MHCC registration details are entered into the official government VET database [training.gov.au](https://training.gov.au) which lists the details and scope of registration.

For more information on nationally accredited online training and qualifications please visit the Australian Skills Quality Authority (ASQA) website at [www.asqa.gov.au](https://www.asqa.gov.au).

To enquire about State funded places for Vocational Education and Training, you can visit your appropriate State or Territory education and training authority or contact [Student Support](#).

# Overview of the Qualifications

## CHC43515 Certificate IV in Mental Health Peer Work

### Description

This qualification reflects the role of workers who have lived experience of mental health challenges as either a consumer or carer and who use that experience while working in mental health services in roles that support consumer peers or carer peers. Workers are employed in the mental health sector in government, public, private or community managed services.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the assessment requirements for the units of competency delivered by MHCC.

To find out more details about this qualification go to the following link

<http://training.gov.au/Training/Details/CHC43515>

## CHC43315 Certificate IV in Mental Health

### Description

This qualification reflects the role of workers who provide self-directed recovery-oriented support for people affected by mental health challenges and psychosocial disability. Work involves implementing community-based programs and activities focusing on mental health, mental health conditions and psychosocial disability. Work is undertaken in a range of community contexts such as community based non-government organisations; home-based outreach; centre-based programs; respite care; residential services, rehabilitation programs; clinical settings; or supporting people in employment. Work is carried out autonomously under the broad guidance of other practitioners and professionals.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the assessment requirements for the units of competency delivered by MHCC.

To find out more details about this qualification go to:

<http://training.gov.au/Training/Details/CHC43315>

For further information about specific details and entry requirements for all MHCC courses please contact the LD team at: [training@mhcc.org.au](mailto:training@mhcc.org.au)

# Overview of Individual Units of Competency

## Peer Leadership

### Description

The Peer Leadership course is a short skills course for mental health peer work leaders intended to contribute to the ongoing development of the peer workforce and mental health sector. It aims to foster new skills and knowledge for application in the workplace, further develop peer leadership opportunities, recognise and formalise existing skills and knowledge, and connect you with other peer leaders across NSW.

It consists of four (4) units of competency that contribute towards the nationally accredited CHCSS00104 Peer Leadership Skill Set:

BSBLDR602 Provide leadership across the organisation  
TAEDEL414 Mentor in the workplace  
CHCADV005 Provide systems advocacy services  
CHCPRP001 Develop and maintain networks and collaborative partnerships

## Entry requirements

MHCC has customised the delivery of qualifications to meet the needs of workers currently in community managed mental health organisations. Some assessments require learners to submit workplace evidence and provide workplace examples of practice. As a result, those not currently working within a community managed mental health organisation may struggle to complete some assessments.

Entry requirements include the applicant's ability to read and write English to a standard that allows them to do the following:

- Read, understand and follow WHS instructions
- Read instructions and procedures relating to the care of people with a mental health condition
- Write care notes which record assistance provided to people with a mental health condition
- Perform calculations such as additions, subtraction etc. to support mental health clients with, for example, budgeting skills

Full eligibility criteria for the CHC43515 Certificate IV in Mental Health Peer Work can be found here: <https://mhcc.org.au/course/certificate-iv-in-mental-health-peer-work/>

Full eligibility criteria for the CHC43315 Certificate IV in Mental Health can be found here: <https://mhcc.org.au/course/certificate-iv-in-mental-health/>

## Language, Literacy, Numeracy and Digital (LLND) Assessment

Sometimes a person's language level means they need some assistance, and this may be identified by the compulsory LLND assessment prior to training.

If your language level does not meet the required standards for the course you are enrolling in, then MHCC may offer you support or recommend that you continue study once these levels are reached.

## Learner support

Beyond entry level language requirements, MHCC makes every effort to accommodate student learning needs and offers reasonable adjustment where possible.

Needs could relate to:

- physical or intellectual ability
- language, literacy, numeracy and digital skills
- mental health conditions
- cultural or ethnic backgrounds
- location or
- socio-economic factors

MHCC employs a team of Student Support Officers to support learners through the full learner journey (from enquiry through to completion). Learners can access this support by phone or email.

Learners can access support through the Canvas learner management system. This system gives access to:

- Discussion boards with other peer learners
- Email access to their trainer or assessor
- Live chat with MHCC support staff

MHCC can provide some support and reasonable adjustments or learners with identified Language, Literacy, Numeracy and Digital (LLNDD) and employability skills needs, however appropriate referrals are recommended for those requiring additional LLNDD and employability skills assistance.

To meet the range of potential physical and mental health challenges that learners may encounter, MHCC provides flexibility in attendance and completion, including, but not limited to:

- Extensions on assessment due dates (conditions apply)
- Individual negotiation around assessment evidence as long as it does not compromise the integrity of the competency outcomes
- Information about support services
- Negotiation with your supervisor or other relevant workplace person where workplace support is the most appropriate assistance
- Support from assessors to help understand assessments by negotiating with MHCC to spend additional individual or group time with an assessor
- Large print resources or other material support
- Transfers to other programs (if available)
- Deferrals
- Refunds on withdrawals under specified terms

MHCC provides support services across all study locations and online. Whatever your needs or circumstances, we have the people, resources and facilities to support you in focusing on your studies:

- Learning needs support
- Disability support including reasonable adjustments
- Language, Literacy, Numeracy and Digital (LLNDD) support

- Culturally specific and safe support services
- Careers and pathways support
- Scholarship programs – be supported as you explore your skills
- Learning resources to use while studying on campus and at home
- Study and assessment workshops
- Student associations – get connected with our learner community

MHCC can make an initial assessment based on the information you provide, by matching that against what MHCC can offer.

Please note that MHCC makes every effort to accommodate learner support needs. Where a learner has negotiated to receive support and does not participate in that support, MHCC will provide one opportunity to renegotiate the support; after that MHCC reserves the right to withdraw future support unless there are exceptional circumstances. For example, if a learner has negotiated to discuss an assessment with an assessor and is not available at the time negotiated, an alternative time may be negotiated, pending availability of the assessor. If the learner is not available at the renegotiated time, MHCC may withdraw future support unless exceptional circumstances can be demonstrated.

The following is a list of services that may assist students with specific needs beyond the types of support MHCC are able to provide:

**Reading writing hotline  
(national adult literacy referral  
service)**

**Phone: 1300 655 506**

[info@literacyline.edu.au](mailto:info@literacyline.edu.au)

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

**Referral to general disability services**

**Information on disability and  
education awareness (IDEAS)**

Phone: 1800 029 904

TTY: 02 6947 3377

[info@ideas.org.au](mailto:info@ideas.org.au)

[www.ideas.org.au](http://www.ideas.org.au)

**Deafness and hearing impairment**

**Deaf Society of NSW**

Phone: 1800 893 855

TTY: 1800 893 885

[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

**TAFE New South Wales**

Phone 131601 or ask your local TAFE

Campus listing: [www.tafensw.edu.au](http://www.tafensw.edu.au)

ask for Adult Basic Education (ABE)  
section

**Learning difficulties**

**specific learning difficulties  
association of NSW (SPELD)**

Phone: 02 9451 9477

[enquiries@speldnsw.org.au](mailto:enquiries@speldnsw.org.au)

[www.speldnsw.org.au](http://www.speldnsw.org.au)

**Vision impairment**

**Vision Australia**

Phone: 1300 847 466

TTY: 02 9334 3260

[info@visionaustralia.org](mailto:info@visionaustralia.org)

[www.visionaustralia.org](http://www.visionaustralia.org)

# Pathways to complete the qualifications

Your qualification enrolment form has tick boxes for each completion pathway. If you are not sure which is the best option for you, you can contact student support team for assistance. A change in pathway may incur additional fees depending on the option. Please note that Credit Transfers and RPL are only available before the commencement of study.

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in MHCC scope of registration and as advertised in current course electives being offered.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

There are two ways to complete the qualification:

## 1. Course Pathway

This pathway is best suited to someone with no prior qualification and little experience or someone who has more experience but would like to consolidate it through formal learning. This option includes training, as well as assessment and workplace-based projects that are generally completed over a 12-month period.

## 2. Partial Recognition, Credit Transfer & Recognition of Prior Learning

### Partial recognition:

This option is best suited to someone with some qualifications and/or extensive experience in some areas. Recognition is a process whereby an experienced worker can apply to have their skills and competencies assessed to gain either a part of the qualification or the whole qualification. This blended pathway includes partial recognition (complete some units by recognition) and assessment only options (complete some units by assessment).

### Credit transfer:

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

If you have completed studies that are equivalent to some units and can provide enough evidence, you may gain credits for some units as well. The study needs to be equivalent to those units and certified copies of transcripts need to be provided as part of your application. If your studies are not equivalent but contribute towards some units, you may be able to use these for partial recognition.

Please note that units that cross over are clustered together into subjects in order to streamline the qualifications so that learners do not need to repeat assessments across common areas. If you receive recognition or credits for one or more units, depending on the other units it is clustered with, you may still need to do assessment work to demonstrate competence in the other units.

### **Evidence requirements**

If you are seeking a credit transfer, you are required to present your statement of attainment or qualification with a record of results for examination to MHCC. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

Alternatively, if you completed the qualification from 1 January 2015, you can opt to provide consent for MHCC to access your online USI transcript.

### **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in MHCC's scope of registration or in the elective units MHCC currently delivers in its courses.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer MHCC does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

If you are unsure whether you are able to use previous studies for credits or recognition, you can discuss this with student support team. See Contact page for details.

### **Recognition of prior learning (RPL)**

Full Recognition is where the learner's current (gained within the last two years) skills and competencies are assessed against the full qualification. Recognition is often known as Recognition of Prior Learning (RPL). This option is most suited to an experienced worker who has current and extensive experience. You may have some qualifications and will also submit a collection of evidence e.g. work documents that contribute to a portfolio.

## Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal;
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. MHCC reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

The recognition process starts with the learner requesting and reading the course-specific Learner Recognition Information Kit. An assessor will contact the learner after examining the documents submitted initially, and to organise a planning meeting. At the planning meeting, the types of evidence that can be submitted are discussed, questions are answered and a timeline for submitting the evidence is developed.

Part of the recognition process involves a final interview where a range of questions will be asked. You will be provided with these questions before the meeting, so you have time to prepare. If you are not able to provide enough evidence to demonstrate competence in the areas you are completing recognition for, you may need to do some assessment work to fill the gaps. This may incur an additional fee.

In terms of the time required to undergo a recognition assessment, this varies from learner to learner. At the minimum several meetings between the learner and their assessor are usually required to help identify types of evidence and discuss what has been submitted. It is important that you read the 'Recognition Information Kit for Learners' before taking this option.

Recognition assessment can be based on a variety of evidence. There are lots of ways a person can demonstrate that they are competent including workplace evidence, completed studies and professional development, supervisor reports

and assessor interviews. It is important that the assessor negotiates a mutually suitable process with the learner.

There are 3 possible outcomes of a recognition assessment. These are:

- The learner is assessed as competent and attains the qualification
- It is noted that further evidence is required, and the learner is asked to provide it, leading to the attainment of the qualification
- The learner is assessed as not yet competent and cannot receive the qualification but may receive a Statement of Attainment for one or more units within the qualification. In this case, the learner may choose to complete the qualification via a blended pathway or via course work, but additional fees apply, and these options are subject to availability.

The pathway of partial recognition, credit transfer or RPL needs to be negotiated prior to classes starting.

# Course pathway delivery structure

## **Competency Based Training**

*Competency-based training is a method of training that focuses on a learner's ability to receive, respond to and process information in order to achieve competency.*

*It is geared towards the attainment and demonstration of skills to meet industry-defined standards, rather than to a learner's achievement relative to that of others. Learner progress in a competency-based program is not time-based.*

*As soon as a learner achieves a required competency, they can move to the next. In this way, learners can complete training in their own time and at their own pace.*

*Department of Education and Training, Australian Government*

## **Classroom training**

Each course is structured according to the length and content of the topic areas. A typical training day consists of a range of activities which may include theory, large group discussions, small group activities, individual exercises, video excerpts and workplace simulations and demonstrations. At training, you are provided with resources that contain information and activities that are covered in the training and that will help inform your assessment tasks.

## **Virtual classroom training**

Virtual classrooms enables you to attend the session from wherever you are located in a shared online space. Training is delivered in the form of video, webinar, power point, group discussions, interactive learning, individual exercises and assessment guidance videos.

## **E-learning**

Our online learning programs use a mix of text, pictures, interactive learning material, quizzes, audio and video, discussion forums and assessment guidance videos. There is a requirement for learners to be able to download and upload documents in our learning platform. Our learning platform uses Canvas. Students are emailed a link to enrol into each section of the course. Resource books, supplementary learning material, and assessment books are able to be downloaded within each section.

After completing the online course content, students are required to attend and contribute to a virtual classroom.

## Core and elective units

Each qualification that we deliver is comprised of both core and elective units. The number of core and elective units required to complete varies in each of the qualifications.

Core units: these are the compulsory units that must be completed  
Elective units: please refer to the delivery schedule of each of the qualifications to see the elective units that MHCC offers in each of its qualifications. Where they cross over in content, common units are clustered into subjects for combined delivery.

### Specialisation elective unit considerations:

The CHC43515 Certificate IV in Mental Health Peer Work has an option for either Consumer or Carer specialisation

Course delivery structures including all core and elective units are found on pages 36 and 37 of this handbook. Please contact the training team if you would like to discuss specialisation elective unit options in more detail.

Please also note that if there are not enough students enrolled in an elective, the class cannot run. In this case, MHCC offers students available options including the option to complete their electives by self-paced supported learning, change electives (pending availability and eligibility), or offer a place in another group that is running that elective if there is one coming up and there is room available.

Where learner's complete electives by self-paced supported learning due to an elective not running, they can clarify assessment expectations with an assessor before starting their assessments and are provided with the same access to learning material as people attending classes.

# Training delivery methods

There are typically four (4) modes of delivery that may be incorporated for courses (depending on learner needs):

- Classroom training and self-paced supported learning (face to face)
- Live virtual classroom training and eLearning
- Assessment only - RPL
- Blended learning

## Classroom training (Face to Face)

Learners are required to attend all training sessions where possible with an expected minimum attendance of 85%. If you are unable to attend a session, it is important you contact MHCC before the class to discuss alternative options. MHCC does not pay for travel related costs if a class is cancelled by MHCC or if a learner cannot attend a class they have been booked into.

Learners can transfer to an alternative public course on one occasion pending availability.

Self-paced supported learning - Learners will be required to undertake course work between the face-to-face workshops, both working through the learning materials and completing assessment tasks at their own pace.

## Live virtual classroom training and eLearning

This delivery option offers learners real time training alternatives for those who are restricted from attending face to face deliveries by distance or time. This delivery includes:

- 2 x 2 hours of webinars for each module of the qualification (10 modules - 40 hours in total)
- 2 units completed online - WHS and Healthy Body Systems
- Pre- and post-work to support virtual training through the online learning platform Canvas

## Assessment only - Recognition (RPL)

When learner chooses an assessment only mode, the assessment tasks and relevant resources are sent to you with ongoing support from an industry professional who is a qualified trainer. RPL process involves individual presenting evidence that they have attained the skills and knowledge that are presented in the unit. This option is most suited to individuals with current industry experience of 5 or more years, with extensive knowledge and skills in the relevant field of work/study.

## Blended learning

A combination of any of the above three (3) modes of delivery can be put in place to suit the needs of students. These are negotiated and agreed with students on an individual basis.

## Delivery program for CHC43515 Certificate IV in Mental Health Peer Work

Course Title	Face to face days	Units
<b>Foundations of Peer Work</b> 5 units	(7 days)	CHCPWK001 Apply peer work practices in the mental health sector - <b>Core</b>
		CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers - <b>Core</b>
		CHCPWK003 Apply lived experience in mental health peer work - <b>Core</b>
		CHCPWK004 Work effectively in consumer mental health peer work - <b>Elective Consumer Specialisation</b> <b>OR</b>
		CHCPWK005 Work effectively with carers as a mental health peer worker - <b>Elective Carer specialisation</b>
CHCLEG001 Work legally and ethically - <b>Elective</b>		
<b>Trauma Informed Work</b> 1 unit	2 days	CHCMHS007 Work effectively in trauma informed care - <b>Core</b>
<b>Advocacy</b> 1 unit	1 day	CHCMHS008 Promote and facilitate self-advocacy - <b>Core</b>
<b>Physical Health</b> 2 unit	1 day	CHCMHS011 Assess and promote social, emotional and physical wellbeing - <b>Core</b> CHCCCS023 Support independence and wellbeing - <b>Elective</b>
<b>Culture</b> 1 unit	1 day	CHCDIV001 Work with diverse people - <b>Core</b>
<b>Reflect on Practice</b> 1 unit	1 day	CHCPRP003 Reflect on and improve own professional practice - <b>Elective</b>
<b>Managing Stress</b> 1 unit	1 day	HLTWHS006 Manage personal stressors in the work environment - <b>Elective</b>
<b>WHS</b> 1 unit	Online	HLTWHS001 Participate in workplace health and safety - <b>Core</b>
<b>Suicide</b> 1 unit	1 day	CHCCCS003 Increase the safety of individuals at risk at suicide - <b>Elective</b>
<b>HBS</b> 1 unit	Online	HLTAAP001 Recognise healthy body systems - <b>Elective</b>

## Delivery program for CHC43315 Certificate IV in Mental Health

Course Title	Face to face days	Units
<b>Foundations of Mental Health</b> 4 units	5 Days	CHCMHS002 Establish self-directed recovery relationships - <b>Core</b>
		CHCMHS003 Provide recovery oriented mental health services - <b>Core</b>
		CHCMHS004 Work collaboratively with the care network and other services - <b>Core</b>
		CHCLEG001 Work legally and ethically - <b>Core</b>
<b>MH &amp; AOD</b> 1 unit	2 days	CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues - <b>Core</b>
<b>WW Aboriginal People</b> 1 unit	1 day	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety - <b>Core</b>
<b>Suicide</b> 1 unit	2 days	CHCCCS003 Increase the safety of individuals at risk of suicide - <b>Required Elective from 'at risk'</b>
<b>Trauma</b> 1 unit	2 days	CHCMHS007 Work effectively in trauma informed care - <b>Core</b>
<b>Advocacy</b> 1 unit	1 day	CHCMHS008 Promote and facilitate self-advocacy - <b>Core</b>
<b>Physical Health</b> 2 units	1 day	CHCMHS011 Assess and promote social, emotional and physical wellbeing - <b>Core</b>
		CHCCCS023 Support independence and wellbeing - <i>Elective</i>
<b>Cultural Diversity</b> 1 unit	1 day	CHCDIV001 Work with diverse people - <b>Core</b>
<b>Managing stress, and Reflect on Practice</b> 2 units	1 day	HLTWHS006 Manage personal stressors in the work environment - <i>Elective</i>
		CHCPRP003 Reflect on and improve own professional practice - <i>Elective</i>
<b>WHS</b> 1 unit	Online	HLTWHS001 Participate in workplace health and safety - <b>Core</b>

# Assessment requirements

<b>Rules of evidence for assessments:</b>	
<b>Validity</b>	<i>The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.</i>
<b>Sufficiency</b>	<i>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</i>
<b>Authenticity</b>	<i>The assessor is assured that the evidence presented for assessment is the learner's own work.</i>
<b>Currency</b>	<i>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</i>

For face-to-face courses, assessment tasks are handed out in the classroom and explained by the trainer. The trainer will confirm the due date at this time. Learners are provided with an opportunity to clarify assessment questions and requirements in class. Generally, assessments are due four weeks after the class.

For learners completing courses via assessment-only, the assessment tasks and relevant resources are sent to you, and you can clarify assessment questions with MHCC. All courses have resources and assessment tasks accessible online. See Assessment Information for more details and Online Student Portal for online queries.

Assessments may include the following range of activities:

General:	Specific to Certificate IV qualifications:
Questions and answers	A 120-hour work log recording work done within a community managed mental health organisation, to be completed over the duration of study (Certificate IV's)
Scenarios and answers	Workplace documentation
Research	Supervisor's Workplace Report
Multiple choice, true/false	Workplace examples and Stories of Practice
Presentations	Review, reflection and recommendations of a workplace topic or activity

Reflections or discussions on historical events	Workplace Policies & Procedures
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### Assessment time commitment

The number and type of assessment tasks vary for each course, depending on the number of units clustered together and the content of the course.

Some assessments can take several hours to complete, depending on the subject matter and complexity of topics. Some assessment tasks will need to be completed in the workplace, while others can be completed at home and during training. Some assessments are straightforward and done in one sitting, while others may require you to gather evidence over a period of time.

The amount of time each person requires to complete assessments will vary depending upon factors such as individual learning styles, level of experience and number of competing demands during work and personal time. The assessment due date of four weeks after the training is based on what it would take a busy person with less experience to complete assessment requirements and taking into account that things will pop up unexpectedly in your work or personal life that may delay you.

You are strongly encouraged to start assessment tasks quickly after the training for the following reasons:

- The information is still fresh, making it easier to complete the assessment
- Some assessment tasks may require collecting evidence over a period of time
- Different assessment tasks will take different lengths of time, depending on the subject matter and the complexity of the topics
- Unexpected situations occur in both personal and work life, which often impact on the time you think it takes to complete assessments
- If student support is needed, letting MHCC know as soon as possible increases the potential for options to help you

Assessment timelines	
Assessment due date	4 weeks after training (confirmed in your training completion plan)
Assessment sent in with missing information	Email sent to learner with what is missing from assessment and the learner is given 10 calendar days to re-submit. After this date, the assessment is returned to the learner unmarked.
Assessment resubmission timeframe (Assessor has marked assessment and additional work is required)	10 calendar days to resubmit
Assessment not handed in - automatic withdrawal	6 months from due date
Completed out of date assessments not accepted	6 months from due date or older

## **Certificate IV In Mental Health and Certificate IV in Mental Health Peer Work qualifications workplace supervisor's reports**

Both of our Certificate IV qualifications contain an assessment component called a Workplace Supervisor's Report, which asks your supervisor to confirm a list of skills and knowledge demonstrated by you in your day-to-day work. This report confirms that you are performing at an expected level for your role. These reports are considered supporting evidence and help the assessor to gauge where you are at in terms of skill and knowledge level.

The following provides a guideline for how supervisors can give quality feedback in supervisor reports:

- Tick boxes where the learner is demonstrating or well on the way to demonstrating a good working knowledge of each item listed
- Make specific comments on how learners demonstrate this in their role
- Ensure they sign and provide their details

## **De-identifying personal details when using real situations in an assessment**

Some assessment tasks ask learners to reflect on or report on actual workplace events. When using real life workplace examples, it is important to maintain the privacy of those involved, especially consumers. Personal details such as name, address and phone numbers should be removed. If using a false name, this should be stated at the start of the assessment. Assessments not clearly de-identifying personal details of a real person may be sent back unmarked.

## **Plagiarism and cheating policy**

There are penalties for learners found to be cheating or plagiarising.

Cheating can take different forms, for example copying part or all of another person's work; or submitting work that in part or in its entirety has been copied from written material or electronic material including the Internet. This is plagiarism. You must make it clear if you are quoting or using other peoples' work.

If you use someone else's work e.g. research from the Internet or a journal, you need to reference it and also explain it in your own words to show you have understood it. Referencing acknowledges the source of each quotation or piece of borrowed material.

Plagiarism is considered serious. Any work containing plagiarised material will be assessed as "Not Yet Competent" and the person may not be able to attend MHCC training as a result. Where a learner has plagiarised for the first time, a warning is given, and the assessment must be redone. This is considered a resubmission.

Any further incidents of plagiarism will be referred to the LD Manager and penalties will apply.

If at any time you disagree with the decision made by MHCC please follow our complaints and appeals process which can be found in this handbook.

## **Referencing**

If you would like information on referencing, you can find a document called, "Harvard Referencing Guide - Students" by following this link:

<http://www.mhcc.org.au/wp-content/uploads/2018/07/Guidelines-Harvard-Referencing.pdf>

## Submitting assessment tasks

Learners need to check that they have completed all components of assessment tasks before emailing or uploading assessments onto the online learning platform: Canvas. Assessments with information missing are not forwarded to the assessor for marking; instead, we contact you to advise the assessment is incomplete and outline the additional evidence required. We send one reminder and if the additional information is not received, the assessment is sent back to you unmarked. To avoid delays, please ensure you have answered all questions and provided all evidence.

***You must keep a copy of each assessment prior to sending it to MHCC***

Whether you upload your assessment onto Canvas or email it, MHCC does not take responsibility if it is not received. In all cases, if your assessment does not reach MHCC and you have not kept a copy, you will need to redo the assessment and resend it to be marked. It is up to individual learners to check if their assessment has been uploaded successfully and received by MHCC.

### Assessment extensions

MHCC understands that unexpected situations occur in both personal and work life, which often impact upon the time taken to complete assessments. To this end students may phone or email our student support team to request up to a 2-week extension from the original due date. External student support staff or trainers cannot provide further extensions.

Any further extension may only be considered if the learner applies using the Exceptional Circumstances Extension Application Form. This form must be completed and submitted to MHCC with the required documentation providing evidence of the circumstances for the delay.

### Overdue assessments and withdrawals

An assessment is deemed overdue when it is past the due date unless an extension has been requested and granted. The onus is on learners to be responsible for their own study, so it is up to you to keep track of when assessments need to be submitted. In some cases, assessments will not be accepted at all if they are significantly overdue. Reasons can include tight timelines around an event or a change that affects assessment marking turnaround times.

It can be helpful to add your assessment due dates to your Outlook calendar or diary with a reminder two weeks before, to ensure they are completed on time. Learners are automatically withdrawn from a subject once the assessment is six months overdue from the due date. There can be cases where a learner may be withdrawn earlier but MHCC will provide warning before this happens. Once you have been withdrawn, you must re-enrol and pay a fee if you wish to complete the assessment. The amount depends on the subject, as some subjects are more complex than others. Enrolment fees start at \$125.

Once a learner has been withdrawn from all subjects, they need to re-enrol in the whole qualification if they wish to complete it and pay the associated fees. In this case, if there were subjects successfully completed previously, credits may be available. However, if a new version of the qualification is being delivered, there may be additional work to do for subjects completed under the old version.

Only Assessments with a signed coversheet, and signed third party reports where applicable, can be accepted by MHCC.

### **How assessment tasks are marked**

Training packages use competency-based assessment which means that the skills, knowledge, and aptitude required for a certain task or position are assessed. A person's competence is measured against the relevant industry competency standards or course performance criteria and not against other learners. The performance criteria and required knowledge for each assessment task are included within each assessment task.

There are two possible results you can receive: Competent (C) or Not Yet Competent (NYC). Not Yet Competent means you have not passed the assessment/s for that unit. This result will only be given if a learner has been provided with two opportunities to resubmit work, neither of which has met the requirements of the assessment. However, if the assessor believes that you need some support, they will make recommendations accordingly. See Learner Support section. If you have support needs that you believe are making it difficult for you to pass your subjects, please let MHCC know as soon as possible, to see if there are support options for you.

### **Assessor's feedback**

MHCC returns assessment feedback through the online learning platform: Canvas. MHCC is required to keep copies of any learners assessments for six months after they have been marked. MHCC then destroys them securely.

***Remember: You must keep a copy of each assessment prior to sending it to MHCC***

# Canvas - Learning management system (LMS)

MHCC recognises the need for learners to be able to access course information and documents from anywhere at any time. To meet this need MHCC has created LMS that allows online education which can be accessed 24 hours a day, 7 days a week.

Through Canvas you can:

- Access course resources and assessments
- Complete eLearning
- Submit your assessments
- Receive assessor feedback

## Accessing Canvas

All students who are completing a qualification through MHCC are provided access to Canvas. We will email your login details and access instructions once enrolled successfully.

You can access Canvas through the link below:

<https://mhcc.instructure.com/login/canvas>

## Need Help?

If your login details are not working or you are having any other issues accessing the online system, please contact [training@mhcc.org.au](mailto:training@mhcc.org.au)

When accessing MHCC's training materials, the following copyright applies:

All content, materials, and resources provided on MHCC's online learning platform are the intellectual property of MHCC unless otherwise stated. This includes but is not limited to text, images, graphics, videos, audio recordings, assessments, quizzes, and interactive elements.

Terms of Use:

- **Personal Use:** Learners are granted permission to access and use the provided resources solely for personal educational purposes. Content may be viewed, downloaded, and printed for individual study or reference.
- **Non-Commercial Use:** The content available on this platform is intended for non-commercial use only. Users are prohibited from copying, distributing, or selling any materials for commercial gain without prior written consent from MHCC.
- **Attribution:** When using or referencing content from this platform, learners are required to attribute the source by including the copyright notice and acknowledging MHCC as the creator.
- **Modification and Derivative Works:** Users are not permitted to modify, adapt, or create derivative works based on the provided resources without explicit authorization from MHCC.
- **Third-Party Content:** Some materials on this platform may include content sourced from third parties. Such content is used under appropriate licenses or with permission, and users are bound by the terms specified by the respective rights holders.

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- Enforcement: MHCC reserves the right to take appropriate legal action against individuals or entities found to be in violation of these terms of use or infringing on our intellectual property rights.

By accessing and using the resources on MHCC's online learning platform, users agree to abide by the terms outlined in this copyright notice.

For inquiries regarding permissions, licensing, or use of content beyond the scope of these terms, please contact [training@mhcc.org.au](mailto:training@mhcc.org.au)

# Quality checks and continuous improvement at MHCC

MHCC is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

MHCC aims to provide relevant and high-quality services that meet the needs of learners. To achieve this, MHCC is committed to an ongoing monitoring and evaluation feedback system that fosters both open communication and contributions from stakeholders.

Feedback sheets are provided to learners at the end of each course and can be found at the back of learning materials provided at training. We may contact you after you have received a marked assessment task to get feedback on your experience. This information helps us to improve the study experience for all learners.

## Suggesting improvements

The primary method of reporting opportunities for improvement by from learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the MHCC compliance and support team. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to MHCC so we can continue to improve our services in the future.

## Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to MHCC for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering completing this survey data is greatly appreciated.

## Issue of Testamur (Qualification)

- a) Testamurs are system generated protected documents, produced to an authorised template including AQF Certification documentation and issued to a learner. Amendments or the addition or deletion of details from a testamur is not allowed except where demonstrably incorrect information is presented on the document.
- b) Testamurs will be issued within 28 days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.
- c) Multiple copies will not be provided. Replacements will only be made available where the original has been permanently lost, damaged or destroyed. Any replacement testamur will be issued in the format current at the time of replacement or reissue and will state the current date of printing as well as the original date of conferral. Therefore, consequently signatories to the replacement testamur may be different from those on the original testamur.

If MHCC has closed, or you have lost your original copy, ASQA may be able to provide a letter only (not a new certificate) that confirms the competencies you achieved.

Before you apply for a copy of your learner records, please be aware that:

- Since July 2011, all registered training organisations (RTOs) that are closed are required to provide ASQA with a record of all qualifications and Statements of Attainment issued to students.
- Some state and territory regulators opening before July 2011 did not collect records from closed providers, so ASQA may not have these records.
- You can also obtain a USI Transcript for qualifications you've completed after 2015, only if you were issued a USI. It cannot include training delivered before you had a USI.
- There is a \$50 fee for re-issuance of a testamur.

# Complaints and appeals

MHCC values and practices openness, fairness, and accountability in the conduct of its activities including any investigations that may arise from learner feedback. We act on feedback quickly and aim for efficient and equitable resolution of learner complaints and appeals.

All staff involved in complaints and appeals handling will treat information as confidential. This means that the name or identity of the person complaining/appealing, and any other private information, will only be given to people who need to know it in order to deal with the issue. MHCC will endeavour to protect complainants, and other people who provide information, from any reprisals or victimisation which may occur as a result of making a complaint/appeal. If a learner feels that they are being treated unfavourably by training personnel following a complaint or appeal, they should immediately contact the Chief Executive Officer (CEO). MHCC is committed to the resolution of complaints and appeals in a fair and timely manner by ensuring that learners:

- are clearly informed in a timely way about how to complain or appeal
- have an opportunity to present their case
- have access to an independent representative if needed
- are clearly informed of the outcome of the complaint or appeal
- have their complaints and appeals resolved within realistic and fair timeframes

## Complaints

A complaint can be lodged about any aspect of MHCC's training services except an assessment decision. To seek a review of an assessment decision, learners must lodge an appeal. Learners may lodge a complaint where they feel that:

- their privacy has been breached
- competencies and assessment processes were not adequately explained
- assessment was conducted differently to the planned process
- assessment evidence provided was misinterpreted
- assessment procedures were inappropriate, incomplete or incorrect
- assessor(s) and/or trainer(s) showed bias, misjudgement or inappropriate behaviour
- there was a mistake in recording the assessment decision
- they were wrongly excluded from the training or assessment program
- another learner or an MHCC staff member has treated them unfairly

MHCC treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties.

## Complaints against MHCC

Complaints made by learners may be about MHCC, its trainers, assessors, or other staff, or a third-party providing services on MHCC's behalf, including trainers, assessors, or other staff in one of MHCC's qualification training programs. Steps to make a complaint:

1. Contact the LD Manager to discuss the complaint and to see if it can be resolved informally

2. If the situation is not resolved informally, you can ask for it to be formally reviewed
3. If you do not wish to discuss the complaint with the LD Manager, or the situation is not resolved through the formal process, it is dealt with by the CEO
4. If you are not happy with the outcome, MHCC will make arrangements for an independent third party to review the complaint outcome
5. If the complaint is still not resolved, you can contact a relevant external body listed below

### **Lodging a complaint with an external agency**

If you believe that your complaint or appeal has not been treated reasonably and fairly, you can lodge a complaint with the following bodies:

The National Training Complaints Hotline for VET students	Phone: 13 38 73 <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>
Australian Skills Quality Authority Complaints Team (issues around training and assessment services)	Phone: 1300 701 801
Anti-Discrimination Board (issues around discrimination)	Phone: 02 9268 5544 Toll Free: 1800 670 812
Human Rights and Equal Opportunity Commission <a href="https://humanrights.gov.au/complaints#main-content">https://humanrights.gov.au/complaints#main-content</a> (issues around equity and fairness)	Phone: 02 9284 9600 Hotline: 1300 656 419
Office of the Australian Information Commissioner (Issues around privacy)	Phone: 1300 363 992

### **Disputes between learners**

In the event of a dispute between learners, the trainer/assessor will assist in the resolution by:

- ensuring that each person's views can be expressed
- encouraging and/or assisting others to understand them
- negotiating an agreement between them, if possible

If the learners in dispute are unable to resolve the issue, the trainer will refer the dispute to be dealt with by the LD Manager.

The trainer/assessor may ask a learner to leave if they have breached their responsibilities as outlined in the Learner Handbook (see clause Harassment and anti-discrimination policy).

If you would like to make a complaint, please contact MHCC LD Manager:  
[training@mhcc.org.au](mailto:training@mhcc.org.au)

### **Appeal of assessment decision**

To lodge an appeal against an assessment decision, the person making the appeal must have been assessed as 'not yet competent' in at least one part of the assessment activity or event.

An appeal can be lodged against:

- the outcome of an assessment activity or event that relates to a nationally recognised module or course
- the outcome of an RPL application

How to lodge an appeal:

- first, the person making the appeal should request an opportunity to contact the assessor to clarify the reason for the decision
- if the issue isn't resolved, follow the formal appeal process below for the appellant (person making the appeal)

### **Steps to appeal a decision**

1. Contact student support team or the LD manager to discuss the appeal
2. If the situation is not resolved informally, you can ask for it to be formally reviewed
3. If you do not wish to discuss the appeal with Student Support or the LD Manager, or the situation is not resolved through the formal process, it is managed by the CEO
4. If you are not happy with the outcome, MHCC will make arrangements for an independent third party to review the appeal outcome
5. If you are still not happy with the outcome, you can contact a relevant external body

If you would like to appeal an assessment decision, please contact MHCC Learning and Development:

Address - MHCC Learning and Development, P.O. Box 668, Rozelle NSW 2039  
Phone/email - (02) 9060 9630 or [training@mhcc.org.au](mailto:training@mhcc.org.au)

Where MHCC considers more than 60 calendar days are required to process and finalise the complaint or appeal, MHCC will inform you in writing, including reasons why more than 60 calendar days are required, and will regularly update you on the progress of the matter.

### **Unresolved Complaints and Appeals**

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by MHCC, they have the opportunity for a body that is external to MHCC to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by MHCC may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, you may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>
- In relation to matters relating to privacy, you may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

# Rights and responsibilities of learners and MHCC

MHCC attempts to provide training and assessment services in a spirit of co-operation and mutual respect. It is committed to the welfare of all course learners by complying with WHS, anti-discrimination and equal opportunity legislation. It is expected that mutual respect and the rights of others be observed at all times. Breaches of conduct will be handled by the LD Manager.

It is important you know your rights and what to expect from MHCC.  
As a learner you can expect:

- ✓ A safe and productive learning environment at all times free from harassment, discrimination, and violence
- ✓ Professional conduct by suitably qualified trainers and assessors
- ✓ Accurate and current information
- ✓ Your privacy and confidentiality to be upheld and maintained within MHCC policy and procedures
- ✓ Ability to review and correct any personal information we hold about you
- ✓ Access to MHCC's policies and procedures that inform and affect your study including our feedback and complaints handling process
- ✓ Appropriate training methods and materials
- ✓ Opportunities for input into your learning needs
- ✓ Opportunities to provide and receive feedback throughout the course of your study
- ✓ Consistent training and assessment in line with ASQA regulations, and relevant government, state or territory requirements, funding and contract requirements
- ✓ Clean, comfortable facilities suitable for adult learning

## As a learner you have the right to:

- ✓ Be treated with courtesy, fairness, and respect
- ✓ Privacy concerning personal information, subject to statutory requirements
- ✓ Learn in an environment free of discrimination and harassment
- ✓ Be informed of assessment procedures (if applicable)
- ✓ Pursue your educational goals in a supportive and stimulating environment
- ✓ Lodge a complaint through the grievance process if needed

## As a learner it is your responsibility to:

- ✓ Treat other people with courtesy, fairness, and respect irrespective of gender, race, sexual orientation, political affiliation, marital status, disability or religious belief
- ✓ Be responsible for your own learning and development by participating actively and ensuring you maintain progress with learning modules
- ✓ Monitor your own progress by ensuring that assessment items are submitted by the due date and requests for extensions are made in a timely manner according to MHCC procedures
- ✓ Be honest and respectful which includes avoiding plagiarism and cheating, ensuring that all work is your own
- ✓ Make and keep a copy of any and all assessments you submit
- ✓ Observe safety practices including no smoking in buildings or any outside area other than those that are designated
- ✓ Behave in a responsible manner by not littering, offending fellow learners or staff, damaging property or persons, or attending training affected by alcohol or non-prescription drugs

- ✓ Inform MHCC of any changes that affect your studies, such as a change in personal details or workplace
- ✓ Respect other learners and MHCC staff members and their right to privacy and confidentiality

If you are unable to meet your responsibilities you will be asked to talk to the LD Manager regarding changes to be made, including the possible cessation of course attendance or course enrolment. In the specific case of an individual attending training/assessment activities under the influence of alcohol or non-prescription drugs, you can be asked to leave immediately as MHCC has a zero-tolerance policy around learners and trainers attending training events while under the influence of alcohol or non-prescription drugs.

MHCC is responsible for providing you clear and detailed information about the service you are signing up for and the costs associated with this. MHCC is also responsible for the quality of the training and assessment in compliance with the RTO Standards 2015 and for the issuance of certificates and Statements of Attainment for those eligible to receive them.

# Your Safety

MHCC is committed to providing you with a safe environment in which to participate in training and assessment.

Under the Work Health and Safety Act 2011, we have responsibilities to maintain a safe environment for everyone in the workplace.

The following guidelines are provided as a basis for safe practice in the training environment:

- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations
- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Maintain a safe and clean learning environment
- Be responsible for your own actions
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Refer equipment for repair as required
- Store equipment safely
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- Identify hazards and take precautions to prevent incidents
- Safe lifting and carrying techniques maintained
- Ensure procedures for operator safety are followed at all times
- Display first aid and safety procedures for all team members and learners to see
- Promote an environment that is drug and alcohol free
- Report any identified Work Health and Safety hazards, accidents and near misses to the appropriate team member as required.

## Fire Safety

- MHCC will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all exits and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety equipment.

## First Aid

- Learners, trainers and assessors are encouraged not to lift anything heavy unless they do so voluntarily and taking all necessary precaution and responsibility for any subsequent injury caused.
- Never attempt to lift anything that is beyond your capacity.

- Always bend the knees and keep the back straight when picking up items.
- If you have a pre-existing back injury or issues, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Work and study areas**

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accidents by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.
- Report any identified Work Health and Safety hazards to the appropriate team member as required. Fact sheets may be obtained at <https://www.safework.nsw.gov.au/>

### **Your equity**

MHCC is committed to ensuring that the training and assessment environment is free from discrimination and harassment.

All MHCC staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from MHCC staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of MHCC that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to MHCC, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

# Harassment and anti-discrimination policy

MHCC strictly adheres to the Anti-Discrimination and Equal Employment Opportunity policy, as set out in the Legislation. Copies of the Legislation are available on the internet and from the Administration Office.

MHCC has a legal obligation to ensure that no learner or member of its team is discriminated against on the grounds of race (colour, ethnic origin or nationality), gender, age, disability, marital status or sexual orientation. Harassment on these grounds will not be tolerated and may lead to disciplinary action.

At MHCC, everyone, regardless of whether they are a learner, trainer, administrator or support team member is entitled to expect the same rights. These rights are listed below:

- The right to learn, teach or carry out their duties
- The right to be treated with respect and fairly
- The right to be safe in the workplace/learning environment emotionally and physically
- The right to have all reports of harassment and discrimination treated seriously, impartially, and sensitively. All these, including victimisation and bullying, are unwelcome, uninvited, and unacceptable behaviour that will not be tolerated
- The right to inform management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address it

## Learners have the responsibility to:

- Allow others to learn
- Make MHCC safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by following instructions
- Make MHCC safe by not bringing illegal substances or weapons into training
- Not steal, damage or destroy the goods of others

## Specific principles

- All team members and learners 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
- 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 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

- Team members and learners should not make any frivolous or malicious complaints. All team members and learners are expected to participate in the complaint resolution process in good faith
- Further information may be gained by accessing the publications located on the Anti-Discrimination Board of NSW website:  
[https://www.antidiscrimination.justice.nsw.gov.au/Pages/adb1\\_publications/adb1\\_factsheets.aspx](https://www.antidiscrimination.justice.nsw.gov.au/Pages/adb1_publications/adb1_factsheets.aspx)

# Privacy and confidentiality

MHCC is committed to upholding and abiding by the Australian Privacy Principles (APPs) under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. All personal information held by MHCC remains confidential and protected and is only used and disclosed to the extent specified in the Learning and Development Privacy and Confidentiality policy for Learners which is summarised below and can be read in full at the end of this handbook.

MHCC takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- MHCC will retain information about you relating to your enrolment with us. This includes personal information such as, your ethnicity, individual needs and your educational background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- MHCC is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or ASQA. In all other cases MHCC will seek the written permission of the learner for such disclosure. MHCC will not disclose your information to any person or organisation unless we have written consent from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that MHCC is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how MHCC is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.
- Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<http://www.oaic.gov.au/privacy/privacy-complaints>

## National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a learner at MHCC.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by MHCC and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, and [National VET Data Policy](#) (which includes the National VET Provider Collection Data Requirements Policy), MHCC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by MHCC for statistical, regulatory and research purposes. MHCC may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary learner undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in a traineeship or training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
  - NCVER (AVETMISS data);
  - Organisations conducting learner surveys; and
  - Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

Information provided in this data submission about client training and outcomes may appear on Unique Student identifier transcripts.

You may also receive an NCVER learner survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the [National VET Data Policy](#) and all NCVER policies and protocols, (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

If that information also includes personal information, the [Privacy Act 1988](#) and Australian Privacy Principles, regulate the collection, use and disclosure of personal information.

Identified RTO level information that supports consumer information, transparency and understanding of the national VET market may be published in reports, tables and a range of other data products, including data cubes and websites.

### **Training privacy and confidentiality policy summarised**

MHCC only collects information that is relevant to providing training services and collects this information directly from the person or through someone they have given permission to provide it. It is MHCC's responsibility to keep information as accurate, up-to-date, and complete as possible and we have policies and procedures in place to ensure this. If MHCC receives personal information about a person through an unauthorised party, we inform the person if it is relevant information or else, we destroy or de-identify it, as long as it is legal to do so.

All personal information held by MHCC remains confidential and protected and is only used for the reason it was collected. MHCC will not pass on any personal information to a third party without permission. MHCC stores electronic records securely through JobReady, an Australian-based student record management system provider and hard copy files are kept in locked cabinets. We only keep your information for as long as it is required and then destroy it so no one else can access it.

MHCC only uses personal information collected from you for the reasons it was collected. Primarily, we collect it to provide you training services and to check if you are interested in further study. When we contact you regarding further study, you are given the option to opt out from further contact about other courses.

You have the right to access or correct the information we have about you and can do so by making a formal request. It is our responsibility to provide this information to you in a reasonable amount of time and in the format, you request as long as it is reasonable for us to provide it in this way. Our contact details are at the end of this document. If at any time you believe your privacy has been breached, you have a right to make a complaint through us or through the Office of the Australian Information Commissioner whose details can also be found at the end of this document.

If you have a general enquiry about MHCC training services, you don't have to give us a name or you can use a different name if you don't want us to know who you are. It is only when you want to discuss your studies or information, we have about you that we need to know who you are.

For more detail on how MHCC addresses the Australian Privacy Principles, please read Appendix 1 - Additional Privacy Information.

# Legislation and regulatory requirements

MHCC complies with the relevant requirements of the following acts and standards and any other relevant state or federal legislation. It ensures learners are informed of these requirements where they affect their participation in vocational education and training.

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2011
- NSW Anti-Discrimination Act 1977
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations 2015
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Workplace Health and Safety Act (2011)

MHCC is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that MHCC has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with MHCC.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

## Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

## **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

## **Disability Discrimination Act 1992**

### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## **Sex Discrimination Act 1984**

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

## **Age Discrimination Act 2004**

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

## **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

# Appendix 1: Additional privacy information

The following definitions are from the Privacy Act 1988, 1 July 2013

*Personal information* means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Sensitive information means:

1. information or an opinion about an individual's:
  - a. racial or ethnic origin; or
  - b. political opinions; or
  - c. membership of a political association; or
  - d. religious beliefs or affiliations; or
  - e. philosophical beliefs; or
  - f. membership of a professional or trade association; or
  - g. membership of a trade union; or
  - h. sexual preferences or practices; or
  - i. criminal record: that is also personal information; or
2. health information about an individual; or
3. genetic information about an individual that is not otherwise health information.

## How MHCC addresses the Australian privacy principles

### Part 1 – Consideration of personal information privacy

#### Australian Privacy Principle (APP) 1 – open and transparent management of personal information

MHCC must take reasonable steps to ensure it complies with the Australian Privacy Principles (APP) through its policies and through being open and transparent about the management of personal information. This includes processes around inquiries and complaints from individuals. A copy of this Policy can be found on MHCC's website.

To deliver training services, it is necessary for MHCC to obtain information from various individuals including training learners. MHCC will only collect personal information necessary to provide training services and collects it primarily through the enrolment process and follow up after enrolment. This information is electronically stored in a secure student management system and hard copies kept in locked cabinets.

For the purposes of training, it is necessary for MHCC to collect, use, store and where relevant, disclose the following personal information:

- name/s
- date of birth
- home address/es
- personal contact phone number/s
- details about employment

- demographic information as required by ASQA (this is compulsory for nationally recognised training courses, optional for other courses)
- assessment results
- appeals results
- education and qualifications and
- information about training an individual has undertaken
- support needs are only used, stored and where relevant, disclosed when the information is given by the learner

Personal information will only be used or disclosed for the following direct, and directly related purposes:

- providing training and subsequent assessment including Student support
- providing administrative services relating to training, e.g. sending a trainer a list of course learners
- learner information is recorded and stored in the student management system, Job Ready
- in accordance with the requirements of Government agencies if a learner is undertaking a traineeship or a funded place
- auditing by the Australian Skills Quality Authority (ASQA)
- an appeals process as it pertains to course assessment
- contacting the individual within the context of, and regarding their training.
- in an emergency
- personal information will only be otherwise disclosed with the written consent of the individual or the person's Parents, Guardian or Attorney acting under Power of Attorney and
- as authorised or permitted by law

MHCC will not disclose personal information to other parties other than have been agreed to by the individual. Where consent is sought and provided, or your employer has paid for the training, the learner agrees to have records of their academic progress reported to their employer when they enrol. MHCC will provide the following information to an authorised third party:

- Course attendance: On request MHCC will advise the organisation of learner attendance or absenteeism where a learner is enrolled to complete a course
- Completion of assessment/s and results: The organisation will be provided with a report of learner progress periodically including specific units of competency currently being completed and results to date
- Student support: If a learner has advised MHCC they require assistance to complete training and or assessment, MHCC may provide this information to a delegated third party to ensure appropriate support is provided in all training and assessment events
- For the purposes of statistics where MHCC complies with RTO requirements, attendance, grades and other personal information collected as listed above, is disclosed in a de-identified format
- For the purpose of funding reporting and traineeships where this information is required

Individuals may access personal information kept about them by requesting this information in writing.

If an individual believes MHCC has breached the APP, they can follow MHCC's complaints process found in the Learner handbook, by contacting MHCC (see contact details at the end of this document) or by contacting the Privacy Commissioner (see contact details at the end of this document). The Learner handbook is available on MHCC's website.

### **Australian Privacy Principle (APP) 2 – anonymity and pseudonymity**

Individuals who contact MHCC about training services have the right to not identify themselves or can use a pseudonym when making general training and assessment enquiries. If the information is specific to an individual's information or their interaction with MHCC, then their details may be required to address these enquiries. The only other time MHCC may need details is if it is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves.

## **Part 2 – Collection of personal information**

### **Australian Privacy Principle (APP) 3 – collection of solicited personal information**

MHCC is committed to only collecting personal and sensitive information about an individual when it is reasonably necessary and directly related to MHCC activities. MHCC collects information directly from individuals unless they have given permission for a third party to provide it e.g., their employer or a traineeship centre or unless it is unreasonable or impracticable to do so.

### **Australian Privacy Principle (APP) 4 – dealing with unsolicited personal information**

If MHCC receives unsolicited personal information about an individual and it is unlikely this information would have been provided to MHCC by that individual, MHCC will destroy or de-identify the information as soon as is practicable and if it is lawful to do so. If the information would have been collected from the individual or an authorised third party, APP 5 - 13 apply (see below).

### **Australian Privacy Principle (APP) 5 – notification of the collection of personal information**

In the case that MHCC receives unsolicited personal information about an individual, if the information is relevant and could have been collected from the individual through MHCC's information collection processes, MHCC will inform the individual, including what the information is used for, as soon as is practicable.

Any information collected by MHCC can be accessed or corrected by an individual by contacting MHCC and formally requesting the information or correction. The individual may need to provide proof of their identity. Contact details can be found at the end of this document.

## **Part 3 – Dealing with personal information**

### **Australian Privacy Principle (APP) 6 – use or disclosure of personal information**

MHCC only uses personal information about an individual in relation to their studies and to provide information about further study. The only exceptions are unless:

- The individual has consented to the use of their personal information
- It is somehow legally required or relates to a legal or equitable claim
- It is required to assist in locating a missing person
- It is required for the purpose of a confidential alternative dispute resolution

### **Australian Privacy Principle (APP) 7 – direct marketing**

MHCC will only use personal information (not sensitive information) collected from the individual for direct marketing where MHCC provides the individual information about further study and also provides a simple way of requesting to not receive direct marketing. MHCC does not on-sell personal information.

### **Australian Privacy Principle (APP) 8 – cross-border disclosure of personal information**

If personal information collected by MHCC for training services is requested from an overseas third party, MHCC will only disclose the information if MHCC has authority to do so and is certain the recipient does not breach the APPs other than APP 1.

### **Australian Privacy Principle (APP) 9 – adoption, use or disclosure of government related identifiers**

MHCC will not adopt government related identifiers of any individual unless it is a legal requirement. MHCC will not disclose a government related identifier unless it is reasonably necessary for MHCC to carry out its activities or obligations or unless it is legally required.

## **Part 4 – Integrity of Personal Information**

### **Australian Privacy Principle (APP) 10 – quality of personal information**

MHCC will take reasonable steps to ensure that personal information collected, used or disclosed about an individual for the purpose of training services is accurate, up-to-date and complete.

### **Australian Privacy Principle (APP) 11 – security of personal information**

MHCC will take reasonable steps to ensure that the personal information held is protected from misuse, loss, unauthorised access, modification or disclosure. The personal information of individuals will be stored in a locked filing cabinet in MHCC Learning and Development office and on the JobReady database that is password protected.

Where personal information is no longer required, MHCC will take reasonable steps to destroy or de-identify it, as long as it is legal to do so. Assessment results for nationally recognised training are required to be kept for a period of 30 years in accordance with ASQA Standards for NVR Registered Training Organisations. After this period, records will be destroyed as outlined in the Archiving Policy in the Training and Policy and Procedures Manual. Audit copies

of assessment evidence will be kept in accordance with ASQA requirements, after competencies or qualifications have been issued to an individual. Evidence associated with assessment will be copied and originals will be returned to individuals when the assessment process has been completed.

Assessments and related documentation received by MHCC in hard-copy form are forwarded to assessors and then returned to the learner through the post. Assessments received electronically are forwarded to the assessor via email but may, under certain conditions, be printed and sent to the assessor via post. Electronic assessments may be returned to the learner via email or post. MHCC keeps copies of marked assessments electronically for a period of time as required by the registering body and any associated funding. After that time, MHCC destroys them securely. MHCC may keep assessments longer if they are part of a validation process.

## **Part 5 – Access to, and correction of, personal information**

### **Australian Privacy Principle 12 – access to personal information**

Individuals who have participated in training at MHCC have the right to request access to their personal information held by MHCC. On written request, with proof of identity, MHCC will provide individuals access to this information within a reasonable timeframe and where possible, in the manner requested. Access to information is free unless the cost to MHCC to provide it is unreasonable and in that case MHCC will offer to provide access if the individual pays the costs. A complete copy of a learner's information will be made, unless this is impracticable and in which case, the person can view their original information and file under supervision.

MHCC may not provide an individual access where:

- MHCC believes it would pose a serious threat to the life, health or safety of any individual, or to public health or public safety or
- giving access would have an unreasonable impact on the privacy of other individuals or
- the request for access is frivolous or vexatious or
- the information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings or
- giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations or
- giving access would be unlawful; or
- denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- both of the following apply:
  - the entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in;
  - giving access would be likely to prejudice the taking of appropriate action in relation to the matter or
- giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process

If MHCC is unable to provide requested information to the individual, MHCC will:

- give reasons for this and
- make available information on how to make a complaint

### **Australian Privacy Principle 13 – correction of personal information**

MHCC will correct personal information upon request or whenever MHCC becomes aware that personal information is inaccurate. If MHCC is unable to correct information, MHCC will give reasons for this and:

- make available information on how to make a complaint
- make accessible, where possible, a statement confirming the correction of the personal information and attaching it to required documentation

# Glossary

## Appeal process

This process allows for the person being assessed, or an employer, to have an assessment reviewed. This may result in part of an assessment being repeated or carried out in a different way.

## Assessment

Assessment is the process whereby the assessor reviews evidence that the learner has submitted and makes judgments on the ability of an individual to perform certain tasks or skills.

## Assessment process

The assessment process is the steps agreed to by the learner and the assessor to complete the assessment activities most suitably.

## Assessor

An assessor is someone who has the skills and knowledge to conduct assessments. RTOs must use assessors who have the assessment qualifications required by the training package guidelines.

## Competency unit

Competency is a fixed arrangement of knowledge and skill needed in the workplace for a particular task. Elements are lists of outcomes that make up the competency unit. All the elements, together with essential skills and knowledge describe the competency unit.

## Evidence

Evidence is information gathered that shows proof of competency. It can take many forms and be gathered from a number of sources. Evidence must be valid, authentic, sufficient and current to enable the assessor to make the assessment judgment.

## Extension

A learner may apply for an extension of time beyond the due date to complete an assessment.

## Portfolio

A portfolio is a collection of materials, such as original documents, work samples, certificates, etc. that are put together for a specific purpose.

## Qualification

A qualification is the formal declaration, issued by a RTO, stating that a person has achieved all the requirements of a national Training Package or an accredited course.

## Reasonable adjustment

Reasonable adjustment is when the assessment method is altered to meet individual or learner needs while remaining valid and reliable.

## Recognition process

This term may be called recognition of prior learning, recognition of current competency, skills recognition, or simply recognition. All of these terms refer to the process of accepting a person's skills and abilities regardless of how, when or where the learning occurred. This includes any combination of formal or informal training and education, work experience

or general life experiences. The assessor must be confident that the learner currently possesses the competencies being recognised. The assessor may request a variety of evidence from the learner that could include documentation, references from employers and workplace observations. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

### **Registered training organisation ('RTO')**

A Registered Training Organisation (RTO) is a training organisation that has met the standard for training and assessment according to national requirements

### **Self-assessment**

Self-assessment is a process that allows learners being assessed to collect and provide evidence on their own performance against the competencies in a certain qualification. This method is often used to help the learner and the assessor to determine what evidence is valid and where the gaps may be.

### **Special consideration**

Special consideration may be made to the assessment process to meet the individual needs of the learner. Learners may need particular attention because of personal needs, such as language difficulties, disabilities, cultural requirements, etc. All information provided to the assessor and RTO about special needs remain confidential.

### **Statement of attainment**

Statement of Attainment is a record of recognised competencies. The Statement of Attainment may contribute towards a qualification if a learner has or undertakes further training, assessment or recognition. The Statement of Attainment is issued by an RTO when competencies have been successfully assessed.

### **Training package**

A training package is a set of nationally approved competencies, assessment guidelines and qualifications for a specific industry or work sector. This certificate is from the community services training package.