

mcmillan



Participant Handbook

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About McMillan Staff Development (McMillan)

Formed in 1989, McMillan is a Canberra based Registered Training Organisation. McMillan has been delivering nationally recognised qualifications, customised programs and consultancy services for over 20 years. McMillan is a recognised nationally as a leader in the field of competency based training and assessment. Our goal is to work with businesses to help them build individual and organisational effectiveness. We do this through delivering results-based training that is underpinned by national standards.

Our trademark is our ability to tailor our services to the client. The adaptability of our style and teaching materials, together with innovative and holistic assessment approaches, is what makes our programs successful.

McMillan has a strong business acumen and expertise in all facets of learning and development and employs full-time and part-time employees, contractors and business partners who are suitably qualified and highly proficient in their field of expertise.

Staff and participants of McMillan will:

- Be frank and honest in their endeavours
- Be committed to providing objective feedback on courses and the continuous improvement of training opportunities offered to participants.
- Be accountable for their actions in the classroom and in the workplace.
- Strive for excellence in everything they attempt.
- Undertake activities and respond to reasonable lawful instructions relating to skill, care, honesty and diligence.
- Comply with enactments, regulations, determinations, awards, policies & procedures which relate to their training activities.
- Deal with other people honestly, equally, impartially, in a way which is sensitive to their rights.
- Conduct themselves in a way which enhances the image and reputation of McMillan.
- Disclose any conflict of interest immediately if or when it becomes apparent.

McMillan Contact Details:

McMillan Head Office:	Level 2, Unit 26, 54 Benjamin Way, Churches Centre, Belconnen ACT 2616 Phone: 02 62300266 Fax: 02 62477690 Email: train@mcmillan.net.au Website: www.mcmillan.net.au Registered Training Organisation Code: 88187
McMillan Administration:	Administration Officer 02 62300266 train@mcmillan.net.au
McMillan Director:	Ben McMillan Director McMillan Staff Development 02 62300266 ben@mcmillan.net.au

Selection and Enrolment

Participants apply by contacting the RTO by phone and/or email. Course and RTO information along with this participant handbook are all available prior to enrolment. You must make an informed decision about whether this course is the best course for you before you enrol.

Recognition of Prior Training and Skills/Recognition of Prior Learning (RPL)

Your course length can be adjusted if you gain credit or advanced standing. To gain credit or advanced standing participants go through a 'Recognition' application. You are required to submit evidence that demonstrates that you have the required knowledge, work experience or life experience that matches the units of competency included in the course.

Recognition can take place **before** you enrol – by interview with a McMillan representative. You are required to complete an application and submit your proof or evidence. McMillan Staff Development recognises qualifications and units of competency issued by other RTOs.

Recognition can take place **after** you enrol or in the induction or early part of a course – once the course has commenced you can talk with your facilitator and complete an interview. Again, you complete an application and submit your evidence. You may also be asked to complete a skills test.

The Orientation Program

Orientation is part of the introduction to all our courses. This involves:

- a basic introduction to the RTO and to your course
- information in this participant handbook
- Rules and responsibilities for participants at our RTO and when using RTO facilities.

Studying with McMillan

Expectations of Participants

Please read these expectations thoroughly prior to completing your enrolment. You are expected to:

1. Participate in all training and assessment activities and carry out any tasks that may be asked by your facilitator to the best of your ability.
2. Complete any Self-Paced Learning Workbooks, class activities and assessments as required.
3. Advise your trainer of any concern that you may have regarding your progress throughout your course.
4. Advise McMillan of any changes in your personal details.
5. Keep training areas and facilities tidy at all times, comply with any WHS requirements as determined by legislation and abide by the rules of the building.
6. Attend the RTO in a fit and proper state. Consumption or being under the influence of alcohol or illicit substances during the training hours is unacceptable, and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the course
7. Behave appropriately. Your behaviour must not disrupt or threaten other participants or RTO staff. Abusive behaviour or physical violence may result in instant expulsion from your program.
8. Comply with points 6 and 7 above. Failure to comply will result in your suspension and/or expulsion from the Course.

Dismissal of a Participant by McMillan

McMillan reserves the right to expel a participant. Incidents leading to termination by the RTO include but are not limited to cheating, theft, wilful damage to RTO property, possession of illegal drugs on our premises, behaviour which is considered inappropriate, threatens the safety of other participants or interferes with RTO operations.

Participants terminated by the RTO will forfeit fees.

Participant Welfare

McMillan is concerned about the welfare of participants and offers support through our trainers and Director. We assist all participants with a short orientation program at the beginning of each course. We will be quick to respond to unacceptable behaviour from participants or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our procedures. Training and administration staff are aware of their responsibilities to ensure that participants feel safe and supported at the RTO.

Work Health and Safety (WHS)

McMillan is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of work health, safety and security by adhering to government legislation and taking personal interest in the well-being of our staff and visitors. All employees, contractors and visitors to our organisation are encompassed by our Work Health and Safety policy.

Our organisation abides by the following Commonwealth acts and applicable State acts/legislation to maintain its position as an organisation committed to the health, safety and security of all employees, contractors and visitors:

- Work Health and Safety Act 2011
- Applicable “State” Workers Compensation legislation
- Applicable “State” Workplace Rehabilitation legislation

For more details visit:

www.austlii.edu.au/au/legis/nsw/consol_act/

Who is responsible for WHS?

All employees and participants are responsible for Work Health and Safety in the workplace.

Participants

Participants are not only responsible for their own health and safety, but the health and safety of others within their working environment. Participants must report unsafe working conditions, faulty equipment and accidents in the workplace immediately to their Trainer. Participants must abide by safe working practices and comply with health and safety practices. Participants who do not abide by the practices may be subject to disciplinary action.

Employees

Employees are responsible for the implementation and instruction of all RTO work health and safety procedures, and are also responsible for ensuring that other staff members are adhering to the procedures set by the RTO. Employees must report all accidents, or near misses, to the Director immediately and complete an incident report pertaining to the accident within 24 hours.

Regulations under the Work Health and Safety Act have the same powers as the Act itself. If the company or employees do not comply with the regulations or acts, they may face prosecution; incur a fine or both as stated in the individual “State” Work Health and Safety Acts.

Course Completion

To receive a qualification from McMillan participants must achieve competency in their course. Qualifications will be issued at the completion of the course or posted by arrangement. Statements of Attainment will be issued for completion of individual units of competency if the whole course has not been completed.

Study includes Group Work and Oral Communication

Many courses require participants to learn technical knowledge and theory then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral, use questioning and observe participants working in small groups. This may be a different way of learning for you but it is very important in vocational education and part of the competency guidelines.

Special Learning Needs

McMillan recognises that there will be cultural diversity and a range of education and learning backgrounds amongst participants. It is McMillan policy to ensure all people have an equal opportunity to learn and better themselves. As such, we endeavour to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively. Assistance may be sought from the McMillan trainers and staff. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.

Disability Policy

Prior to enrolling in any course the Director will have a discussion with the person(s) with a disability to determine the appropriate level of support. If the person is attending a training course, the Director will make recommendations and any reasonable adjustments if required, that can be put in place in order for the person to undertake the course to ensure they have access to a fair and equitable training and assessment experience.

Reasonable adjustments may include but are not restricted to pre-course advice; customised courses or activities; assistance with the enrolment process; tutorial support; the use of adaptive technology and/or equipment; sign language interpreters and disability assistants (this includes note-takers and mobility assistants but not personal carers).

A Participant Support Plan will be developed in consultation with the person and will identify the possible reasonable adjustments and number of support hours. If specialist services such as sign language interpreters or disability assistants are required, McMillan may be required to engage such services and charge the cost of the recovery back to the person/organisation.

For a person to receive disability adjustments they will need to indicate on their enrolment form that they have a disability and are seeking support.

Assessment

The aim of this section is to outline the broad assessment policy for McMillan and provide guidelines for all participants enrolled in the courses. It is expected that assessors will conduct assessment in accordance with National Assessor Code of Practice.

This section outlines:

1. The procedures to support quality assessment
2. Assessment methods and tools
3. Conduct of assessment
4. Feedback
5. Appeals procedure

The Procedures to Support Quality Assessment

Participants will be informed of the assessments to be conducted through email communication, website information and at the start of a course. They will be given oral instructions by the Trainer. All assessment results are treated as strictly confidential. We will provide feedback on the assessment and provide further guidance on extra training or evidence if there are gaps in the assessment.

Assessment Methods

Methods of assessment may vary for each unit but may include:

- Written knowledge testing using standard assessment instruments.
- Written and oral quizzes
- Oral questioning when there is practical demonstration
- Case studies and scenarios
- 3rd party verification
- Major projects
- Workplace tasks
- Final observation of skills & knowledge

Conduct of Assessment

The Assessor will check that the participant is ready for assessment. The Assessor will provide the participant with the time to go through all steps as set out in the assessment instrument. At appropriate points, the Assessor will ask oral questions about skills, knowledge and specific procedures as required. If the participant shows low literacy levels, the facilitator may stop the assessment and conduct it orally, if appropriate.

Feedback to Participant

As soon as is reasonably possible at the end of assessment, the Assessor will inform the participant of the result of the assessment. Feedback will begin with whether the participant achieved the required mark in the written assessment task or demonstrated they were competent or not yet competent.

Feedback will be constructive and the participant is encouraged to seek clarification if required. Feedback can be in the form of:

- Oral feedback when results are provided at the end of an observation or in a workshop
- Test results where the individual is debriefed
- Project or Assessment task results

If any participant is dissatisfied with the results of their assessment they have the right to access the appeal process.

Plagiarism

The Plagiarism policy will be clearly explained to each participant at the beginning of each course. Where participants complete pre-course questions, they will be required to sign a declaration on the Assessment Task Cover Sheet that states: "I confirm that the attached assignment is my own original work, and that any references used have been cited."

Assessment Appeals

From time to time, a participant may be dissatisfied with the results of a major assessment and wish to appeal the decision. It is important that the appeal is settled as quickly as possible. The key steps in the procedure are outlined below.

- 1. Resubmission or a second testing:** In the first instance the trainer will consult with the head of training (Training Manager/ CEO/ Director) and depending on the circumstances will provide an opportunity to re-sit the assessment task or resubmit the piece of work. It will then be remarked. The request and reasons will be recorded in writing.
- 2. A second assessor will be asked to remark the work:** The trainer should immediately inform the head of training (Training Manager/ CEO/ Director) if a re-sit or resubmit is not recommended or if the participant has a grievance, disagreement or dispute about the results. The appeal issues will be discussed with the participant and trainer, recorded in writing, and if appropriate we will make arrangements for reassessment by another assessor.
- 3. A written assessment appeal with an assessment panel:** If the participant is still not satisfied with the resubmission process and second marking the participant must put their appeal in writing. An appeal panel will be set up by the CEO/Director. The participant has the right to formally present his/her case and may bring a support person to that meeting. Details of the meeting will be recorded in writing & the participant informed. The participant will be given a written statement of the final appeal outcomes, including reasons for the decision by the RTO within 14 days.
- 4. The participant has the right to take an appeal related to a VET qualification to Australian Skills Quality Authority:** When other avenues have failed, participants have the right to take further action under Australian Consumer Law and the right to pursue other legal remedies.

If your assessment appeal is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system.

The participant will be notified of this follow up and corrective action. Where appropriate, facilitators will be involved in a validation of the course assessment plan and assessment activities to benchmark their assessment practice with other facilitators.

Certification

Upon successful completion of your qualification program you will be issued with either a Statement of Attainment for the units you have completed if you have just completed part of a qualification or you will be issued with a full Certificate and a Record of Results if you have completed a whole qualification.

Participants will be emailed an Electronic, verifiable Certificate. These certificates are delivered in a secured format and include a QR code which can be scanned or clicked to provide proof-positive that

the certificate is genuine (including confirming the text of the certificate and the name of the student).

Your Certificate or Statement of Attainment will be emailed to the address provided during enrolment within 30 days of completion. You can update your email address at any time through our student management system at this link - <https://mcmillan.trussrto.io/>

Fees, Cancellation and Refunds Policy

McMillan will provide the following fee information to each client:

- The total amount of all fees including the following itemised details:
 - course fees,
 - administration fees,
 - materials fees and,
 - any other charges (such as the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to participants who are deemed not yet competent on completion of training and assessment)
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by the RTO to complete the training and/or assessment once the participant has commenced study in their chosen qualification or course
- The organisation's refund policy
- Fees are levied on all courses offered. Any fees due must be paid by the method stated on the application form for the relevant requested course
- A receipt for payment will always be issued

McMillan will accept payment of no more than \$1500 from each individual participant prior to the commencement of the qualification. Progress payments throughout the course must be made by participants with amounts calculated by McMillan on the basis of their course progress. All outstanding course fees must be paid upon completion of the course.

Where a student has completed training but has not paid the required fee/s, or has other outstanding obligations to the RTO, the certification will be withheld from the student.

General Refund Policy

General Refunds will be made in the following circumstances:

- If McMillan cancels a course, participants are entitled to a full refund.

- Cancellations notified in writing more than 14 days before the course commences are eligible for a full refund.
- Cancellations advised less than 14 days prior to course commencement are eligible for a partial refund; however a substitute may attend in the participant's place. McMillan regrets that it cannot accept responsibility for changes to a participant's work commitments or personal circumstances.
- Participants who have overpaid the administration fee.
- If in the RTO's opinion, the participant would be unreasonably disadvantaged if not granted a refund; for example, a participant meets with a serious misadventure and is unable to continue their enrolment.

Where a participant has commenced a course believing that they can meet the academic requirements and then subsequently find that they are unable to successfully do so then a part refund may be given. The refund will be dependent upon the length of time they have been attending training, what competencies have been achieved, the cost of any course materials and the decision will be at McMillan's discretion.

How to Claim a Refund

Provider Default

Where the refund is triggered due to McMillan defaulting, McMillan will initiate the refund processing from the date of the decision and notify the participant within 2 weeks (10 working days) from the decision.

The payment is processed within a maximum of 4 weeks (20 working days) from the date of the refund notification.

Participant Default or Withdrawal

To claim any refund, the participant must complete an *ADM07 Refund Application Form* and return it with the receipt of course fees and certified copies of any supporting documents to McMillan. McMillan will respond in writing to the refund request with an explanation of the participant's current financial status and calculations showing refund fees payable to the participant within 2 weeks (10 working days) from the receipt of the *ADM07 Refund Application form and documents required as evidence*. The payment is processed within a maximum 4 weeks (20 working days) from the date on the refund calculation letter.

The refund policy does not remove the participant's right to appeal the refund decision or calculation made by McMillan according the complaints and appeals policy.

The refund will be paid in Australian dollars.

The refund policy does not remove the participant's right to appeal the refund decision or calculation made by the RTO according to the complaints and appeals policy.

Privacy Policy

The Privacy Act 1988 applies to participants and employees of McMillan. The **Privacy Act 1988 can be accessed via www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/**

Information related to personal details of any participant is protected under the Privacy Act 1988. McMillan is committed to adhering to the Australian Privacy Principles (APP's) contained in the Act. The APPs are principles or rules about collecting, using and disclosing personal information.

The APPs also cover keeping information secure, paying attention to data quality and accuracy, being open about collection and information handling practices, providing anonymity where possible and protection when transferring personal information to others.

We make every effort to ensure that the principle of security is incorporated into our data collection and storage procedures.

McMillan will:

- Have secure computer passwords and lockable filing cabinets.
- Check an individual's identity when they ask for access to the personal information we hold about them.
- Keep personal information away from those who do not need to see it - staff as well as customers.
- Destroy information securely.
- Raise security awareness with all staff
- Review procedures from time to time.

Information regarding participants, participant results or other personal information may not be released to any third party without the express written permission from the participant, unless where required to by law.

Participants may access their personal records and files and any other information held by the organisation by making a request in writing to the management.

Complaints and Appeals

You are entitled to access the Complaints and Appeals process should you be dissatisfied about the course or RTO decisions. This information is available in this Participant Handbook and the website. You should also be aware that this agreement, and the availability of complaints and appeals processes, does not remove your right to take action under consumer protection law.

Complaints Procedure

If you have any complaints at all, no matter how big or small we want to hear from you. For any problems or difficulties:

1. First talk to your trainer. *If not solved..*
2. Talk to the Director,
 - Ben McMillan by email ben@mcmillan.net.au
 - or phone on (02) 62300266. *If not solved..*
3. Write a formal complaint and we will work towards resolving the problem. We will give you an answer in writing. *If not solved..*
4. There are a number of options if you are not satisfied.
 - Lodge a complaint with the National Training Complaints Hotline
 - Call the Department of Fair Trading
 - Contact the Australian Skills Quality Authority

Participants have the right to be represented by a nominee at any stage if the participant so chooses.¹

You may use your friend, guardian, or an agent for third party mediation.

¹ This dispute resolution procedure does not circumscribe the participant's right to pursue other legal remedies.